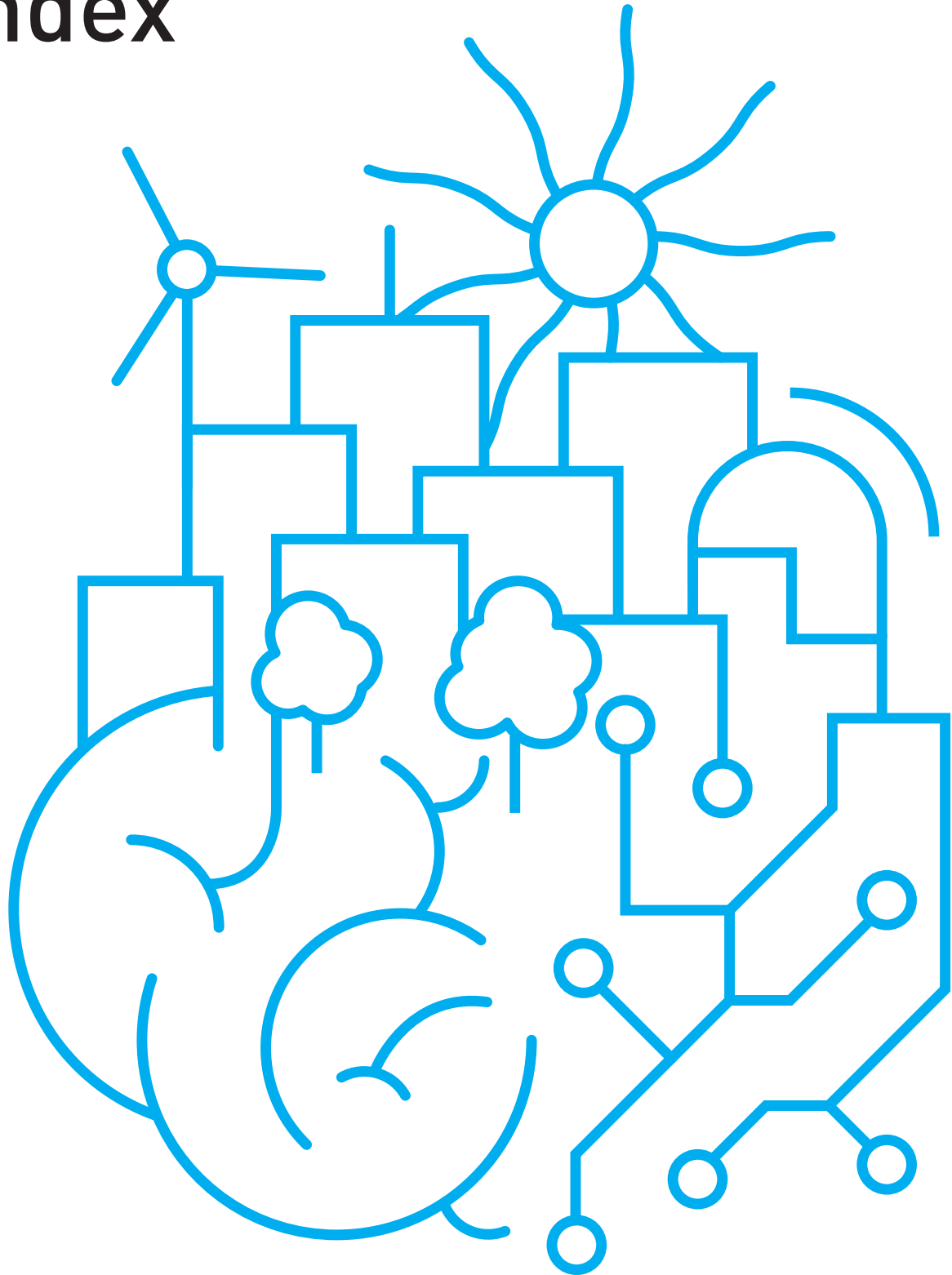


Smart City Index



« It was the best of times, it was the worst of times, it was the age of wisdom, it was the age of foolishness, it was the epoch of belief, it was the epoch of incredulity, it was the season of Light, it was the season of Darkness, it was the spring of hope, it was the winter of despair... »

***A Tale of Two Cities* - Charles Dickens, 1859**



Preface

Smart Cities today fit amazingly well the opening lines of Charles Dickens' novel. They embed some of the highest hopes of mankind through the promise of harnessing technology for better lives and social harmony; for some, however, they could incarnate the fears of 'controlled lives' in some kind of panopticons governed by artificial intelligence and automated devices.

The choices we need to make today about what makes a city smart matter for at least two reasons. First, because the momentum of technological innovation will continue to increase in the near future, giving us new ways to address pending global challenges, in areas such as climate change, inequalities, health or education. Second because the majority of the individuals whose lives will depend on such choices will be city dwellers. Yet, for city leaders, investors, and citizens, such choices often remain difficult to make because they are complex, and often rely on imperfect or asymmetrical information. Real estate tactics have often prevailed over transport, energy or waste management concerns. Quality of life seldom received priority over urbanistic, architectural or technological ambitions. And efficiency sometimes eclipses social harmony.

In all avenues of life, it remains extremely difficult to improve what you can not measure. It is hence no surprise that so many 'smart city indices' have blossomed over the past few years. Why would we need another one? The main reason is simple: the quasi-totality of existing indices remains technology-centric. They give little or no room to assessing the 'why ?' which underpins (or should underpin) any strategy to make a city smarter, or to build one from scratch. In line with previous and on-going efforts initiated and carried out by IMD's World Competitiveness Centre, the Smart City Index presented here is a holistic attempt to capture the various dimensions of how citizens could consider that their respective cities are becoming better cities by becoming smarter ones. Part of its uniqueness is to rely first and foremost on the perceptions of those who live and work in the cities covered by the index, while providing a realistic recognition that not all cities start from the same level of development, not with the same set of endowments and advantages. This new index also rests on a clear working definition of smart cities: in SCI's context, 'smart city' describes an urban setting that apply technology to enhance the benefits and diminish the shortcomings of urbanization.

This first edition of the SCI Report is the result of two years of intense work, carried out through a close cooperation between IMD and SUTD (Singapore University for Technology and Design), and benefitted from inputs by numerous experts and city specialists around the world. The initial methodology (described in detail in subsequent pages) has been refined through a series of field assessment and city specific studies, published earlier in the IMD-SUTD book 'Sixteen Shades of Smart'. In the future, we intend to pursue that path of systematic 'fact checking' on the ground, and to continue giving priority importance to the views of citizens and local players. This index will remain a 'work in progress' as new data, issues and views continue to gather around it and around the questions it raises. Its coverage will also increase with time, going significantly beyond the 102 cities included in this first edition.

It is hence our hope that feedback and reactions from all parts of the world will enable us to steer this index as close as possible to what it aims to be: a tool for action, and an instrument for better lives for all citizens.



*Professor Arturo Bris
Director - IMD World
Competitiveness Center*



*Professor Chan Heng Chee
Chairman – SUTD Lee Kuan Yew
Centre for Innovative Cities*



*Bruno Lanvin
President - IMD Smart
City Observatory*



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City Profiles

| | | | |
|--------------------|----|------------------------|-----|
| Abu Dhabi | 8 | Copenhagen | 64 |
| Abuja | 10 | Denver | 66 |
| Amsterdam | 12 | Dubai | 68 |
| Ankara | 14 | Dublin | 70 |
| Athens | 16 | Dusseldorf | 72 |
| Auckland | 18 | Geneva | 74 |
| Bangkok | 20 | Göteborg | 76 |
| Barcelona | 22 | Guangzhou | 78 |
| Beijing | 24 | Hangzhou | 80 |
| Bengaluru | 26 | Hanoi | 82 |
| Berlin | 28 | Hanover | 84 |
| Bilbao | 30 | Helsinki | 86 |
| Birmingham | 32 | Ho Chi Minh City | 88 |
| Bogota | 34 | Hong Kong | 90 |
| Bologna | 36 | Hyderabad | 92 |
| Boston | 38 | Jakarta | 94 |
| Bratislava | 40 | Kiev | 96 |
| Brisbane | 42 | Krakow | 98 |
| Brussels | 44 | Kuala Lumpur | 100 |
| Bucharest | 46 | Lagos | 102 |
| Budapest | 48 | Lisbon | 104 |
| Buenos Aires | 50 | London | 106 |
| Busan | 52 | Los Angeles | 108 |
| Cairo | 54 | Lyon | 110 |
| Cape Town | 56 | Madrid | 112 |
| Chengdu | 58 | Makassar | 114 |
| Chicago | 60 | Manila | 116 |
| Chongqing | 62 | Medan | 118 |

City Profiles

| | | | |
|----------------------|-----|----------------------|-----|
| Medellin | 120 | Singapore | 176 |
| Melbourne..... | 122 | Sofia | 178 |
| Mexico City | 124 | St. Petersburg..... | 180 |
| Milan | 126 | Stockholm..... | 182 |
| Montreal..... | 128 | Sydney..... | 184 |
| Moscow | 130 | Taipei City | 186 |
| Mumbai..... | 132 | Tel Aviv | 188 |
| Nairobi | 134 | The Hague..... | 190 |
| Nanjing | 136 | Tianjin | 192 |
| New Delhi | 138 | Tokyo | 194 |
| New York | 140 | Toronto..... | 196 |
| Osaka | 142 | Vancouver..... | 198 |
| Oslo | 144 | Vienna | 200 |
| Paris | 146 | Warsaw..... | 202 |
| Philadelphia | 148 | Washington D.C. | 204 |
| Prague | 150 | Zaragoza | 206 |
| Rabat..... | 152 | Zhuhai..... | 208 |
| Rio de Janeiro | 154 | Zurich..... | 210 |
| Riyadh | 156 | | |
| Rome | 158 | | |
| Rotterdam..... | 160 | | |
| San Francisco..... | 162 | | |
| Santiago | 164 | | |
| São Paulo | 166 | | |
| Seattle | 168 | | |
| Seoul | 170 | | |
| Shanghai | 172 | | |
| Shenzhen | 174 | | |



The IMD World Competitiveness Center

For thirty years, the IMD World Competitiveness Center has pioneered research on how countries and companies compete to lay the foundations for sustainable value creation. The competitiveness of nations is probably one of the most significant developments in modern management and IMD is committed to leading the field.

The IMD World Competitiveness Center team:

| | |
|-----------------------|--|
| Professor Arturo Bris | Director |
| Christos Cabolis | Chief Economist & Head of Operations |
| Bruno Lanvin | President, Smart City Observatory |
| José Caballero | Senior Economist |
| Maëlle Desard | Marketing Specialist |
| Madeleine Hediger | Data Research and Online Services Specialist |
| Catherine Jobin | Order and Sales Administrator |
| William Milner | Research Projects Associate Manager |
| Marco Pistis | Research Specialist |
| Maryam Zargari | Research Specialist |

City performance overview

Alphabetical

| City | Overall Rating | Overall ranking |
|--------------|----------------|-----------------|
| Abu Dhabi | B | 56 |
| Abuja | D | 97 |
| Amsterdam | A | 11 |
| Ankara | C C C | 74 |
| Athens | C | 95 |
| Auckland | A | 6 |
| Bangkok | C C C | 75 |
| Barcelona | B B | 48 |
| Beijing | B | 60 |
| Bengaluru | C C | 79 |
| Berlin | B B B | 39 |
| Bilbao | A | 9 |
| Birmingham | B B | 52 |
| Bogota | D | 98 |
| Bologna | B B B | 18 |
| Boston | B B B | 32 |
| Bratislava | C C | 84 |
| Brisbane | B B B | 27 |
| Brussels | B | 64 |
| Bucharest | C C | 85 |
| Budapest | C C | 83 |
| Buenos Aires | C C | 87 |
| Busan | B B | 50 |
| Cairo | D | 99 |
| Cape Town | C | 93 |
| Chengdu | B | 58 |

| City | Overall Rating | Overall ranking |
|------------------|----------------|-----------------|
| Chicago | B B | 53 |
| Chongqing | B B | 42 |
| Copenhagen | A A | 5 |
| Denver | B B B | 33 |
| Dubai | B B | 45 |
| Dublin | B B B | 30 |
| Dusseldorf | A | 10 |
| Geneva | A A | 4 |
| Gothenburg | B B B | 28 |
| Guangzhou | B | 57 |
| Hangzhou | B B | 44 |
| Hanoi | C C C | 66 |
| Hanover | B B B | 26 |
| Helsinki | A | 8 |
| Ho Chi Minh City | C C C | 65 |
| Hong Kong | B B B | 37 |
| Hyderabad | C C C | 67 |
| Jakarta | C C | 81 |
| Kiev | C | 92 |
| Krakow | C C C | 69 |
| Kuala Lumpur | C C C | 70 |
| Lagos | D | 102 |
| Lisbon | C C C | 76 |
| London | B B B | 20 |
| Los Angeles | B B B | 35 |
| Lyon | B B B | 23 |

| City | Overall Rating | Overall ranking |
|----------------|----------------|-----------------|
| Madrid | B B B | 21 |
| Makassar | C C | 80 |
| Manila | C | 94 |
| Medan | C C | 82 |
| Medellin | C | 91 |
| Melbourne | B B B | 24 |
| Mexico City | C C | 88 |
| Milan | B B B | 22 |
| Montreal | A | 16 |
| Moscow | C C C | 72 |
| Mumbai | C C | 78 |
| Nairobi | D | 100 |
| Nanjing | B | 55 |
| New Delhi | C C C | 68 |
| New York | B B B | 38 |
| Osaka | B | 63 |
| Oslo | A A | 3 |
| Paris | B B | 51 |
| Philadelphia | B B | 54 |
| Prague | B B B | 19 |
| Rabat | D | 101 |
| Rio de Janeiro | C | 96 |
| Riyadh | C C C | 71 |
| Rome | C C C | 77 |
| Rotterdam | B B B | 36 |
| San Francisco | A | 12 |

| City | Overall Rating | Overall ranking |
|-----------------|----------------|-----------------|
| Santiago | C C | 86 |
| São Paulo | C C | 90 |
| Seattle | B B B | 34 |
| Seoul | B B | 47 |
| Shanghai | B | 59 |
| Shenzhen | B B | 43 |
| Singapore | A A A | 1 |
| Sofia | C C | 89 |
| St. Petersburg | C C C | 73 |
| Stockholm | B B B | 25 |
| Sydney | A | 14 |
| Taipei City | A | 7 |
| Tel Aviv | B B | 46 |
| The Hague | B B B | 29 |
| Tianjin | B B | 41 |
| Tokyo | B | 62 |
| Toronto | A | 15 |
| Vancouver | A | 13 |
| Vienna | B B B | 17 |
| Warsaw | B | 61 |
| Washington D.C. | B B B | 31 |
| Zaragoza | B B | 49 |
| Zhuhai | B B | 40 |
| Zurich | A A A | 2 |

By ranking

| Overall ranking | City | Overall rating |
|-----------------|---------------|----------------|
| 1 | Singapore | A A A |
| 2 | Zurich | A A A |
| 3 | Oslo | A A |
| 4 | Geneva | A A |
| 5 | Copenhagen | A A |
| 6 | Auckland | A |
| 7 | Taipei City | A |
| 8 | Helsinki | A |
| 9 | Bilbao | A |
| 10 | Dusseldorf | A |
| 11 | Amsterdam | A |
| 12 | San Francisco | A |
| 13 | Vancouver | A |
| 14 | Sydney | A |
| 15 | Toronto | A |
| 16 | Montreal | A |
| 17 | Vienna | B B B |
| 18 | Bologna | B B B |
| 19 | Prague | B B B |
| 20 | London | B B B |
| 21 | Madrid | B B B |
| 22 | Milan | B B B |
| 23 | Lyon | B B B |
| 24 | Melbourne | B B B |
| 25 | Stockholm | B B B |
| 26 | Hanover | B B B |

| Overall ranking | City | Overall rating |
|-----------------|-----------------|----------------|
| 27 | Brisbane | B B B |
| 28 | Göteborg | B B B |
| 29 | The Hague | B B B |
| 30 | Dublin | B B B |
| 31 | Washington D.C. | B B B |
| 32 | Boston | B B B |
| 33 | Denver | B B B |
| 34 | Seattle | B B B |
| 35 | Los Angeles | B B B |
| 36 | Rotterdam | B B B |
| 37 | Hong Kong | B B B |
| 38 | New York | B B B |
| 39 | Berlin | B B B |
| 40 | Zhuhai | B B |
| 41 | Tianjin | B B |
| 42 | Chongqing | B B |
| 43 | Shenzhen | B B |
| 44 | Hangzhou | B B |
| 45 | Dubai | B B |
| 46 | Tel Aviv | B B |
| 47 | Seoul | B B |
| 48 | Barcelona | B B |
| 49 | Zaragoza | B B |
| 50 | Busan | B B |
| 51 | Paris | B B |
| 52 | Birmingham | B B |

| Overall ranking | City | Overall rating |
|-----------------|------------------|----------------|
| 53 | Chicago | B B |
| 54 | Philadelphia | B B |
| 55 | Nanjing | B |
| 56 | Abu Dhabi | B |
| 57 | Guangzhou | B |
| 58 | Chengdu | B |
| 59 | Shanghai | B |
| 60 | Beijing | B |
| 61 | Warsaw | B |
| 62 | Tokyo | B |
| 63 | Osaka | B |
| 64 | Brussels | B |
| 65 | Ho Chi Minh City | C C C |
| 66 | Hanoi | C C C |
| 67 | Hyderabad | C C C |
| 68 | New Delhi | C C C |
| 69 | Krakow | C C C |
| 70 | Kuala Lumpur | C C C |
| 71 | Riyadh | C C C |
| 72 | Moscow | C C C |
| 73 | St. Petersburg | C C C |
| 74 | Ankara | C C C |
| 75 | Bangkok | C C C |
| 76 | Lisbon | C C C |
| 77 | Rome | C C C |
| 78 | Mumbai | C C |

| Overall ranking | City | Overall rating |
|-----------------|----------------|----------------|
| 79 | Bengaluru | C C |
| 80 | Makassar | C C |
| 81 | Jakarta | C C |
| 82 | Medan | C C |
| 83 | Budapest | C C |
| 84 | Bratislava | C C |
| 85 | Bucharest | C C |
| 86 | Santiago | C C |
| 87 | Buenos Aires | C C |
| 88 | Mexico City | C C |
| 89 | Sofia | C C |
| 90 | São Paulo | C C |
| 91 | Medellin | C |
| 92 | Kiev | C |
| 93 | Cape Town | C |
| 94 | Manila | C |
| 95 | Athens | C |
| 96 | Rio de Janeiro | C |
| 97 | Abuja | D |
| 98 | Bogota | D |
| 99 | Cairo | D |
| 100 | Nairobi | D |
| 101 | Rabat | D |
| 102 | Lagos | D |

User's Guide to the Smart City Index

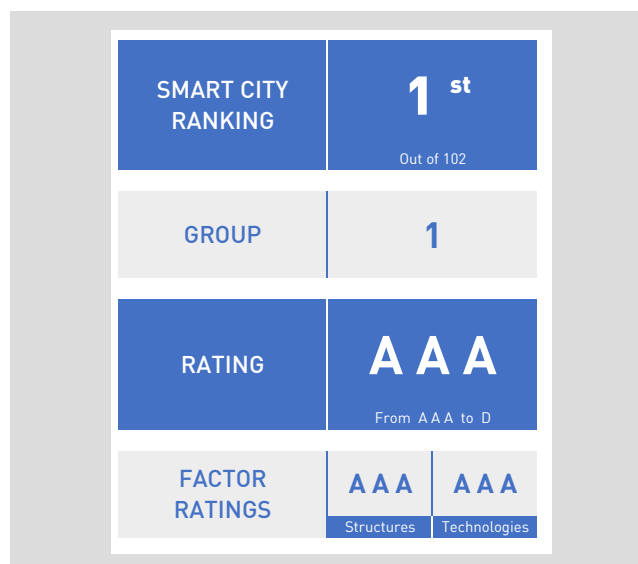
Smart City Ranking

Smart City Ranking: The ranking position of the city amongst the 102 cities measured, based upon the Rating and its components.

Group: Each city is assigned to one of four groups, based upon its HDI values.

Rating and Factor Ratings: The Ratings for each city are calculated from the city's performance relative to the other cities within the group.

The Methodology section provides the exact procedure for these calculations.



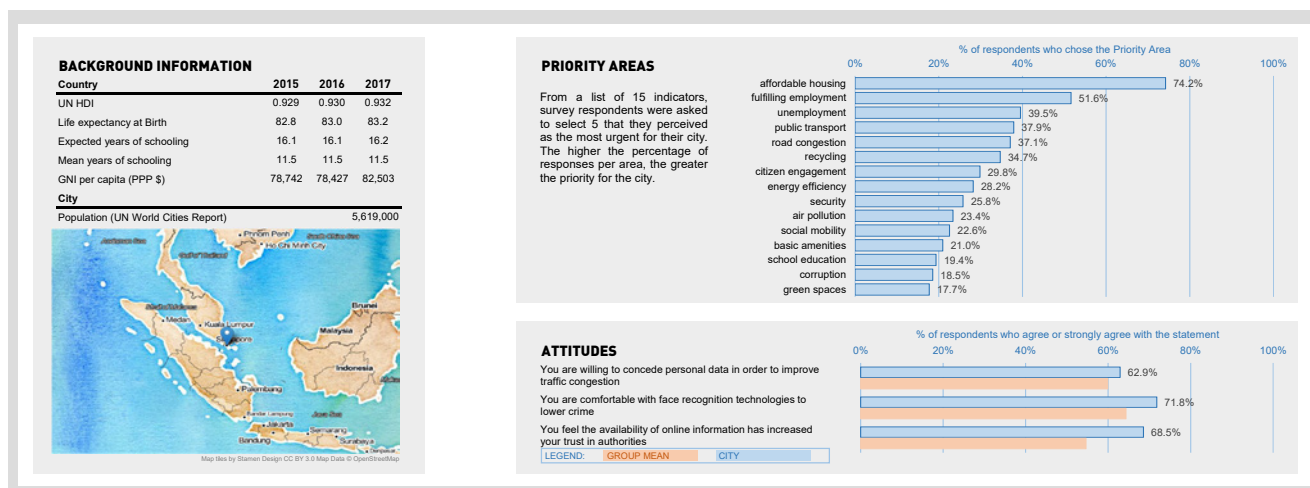
Background Information

Background Information: This presents the UN Human Development Index and its four components of the parent economy of the city, as well as the city's position on the map. For Taipei City, the data is calculated using the same methodology and comparable data. This section also presents the population of the city as defined through the UN World Cities Report for 94 of the cities, or Eurostat for 8 small European cities.

Priority Areas: Summarizes the areas that the respondents perceive as the priority area for their city. From a list of 15 indicators, survey respondents

were asked to select 5 that they perceived as the most urgent for their city. The response rates indicate the preferences of the respondents; however, they were not asked to prioritize their choices.

Attitudes: Shows and compares the responses to three key privacy aspects (willingness to concede personal data, comfort vis-à-vis face recognition, and whether online information has increased trust in authorities). The city is represented by the blue bar, while the group average is shown by the light red bar.



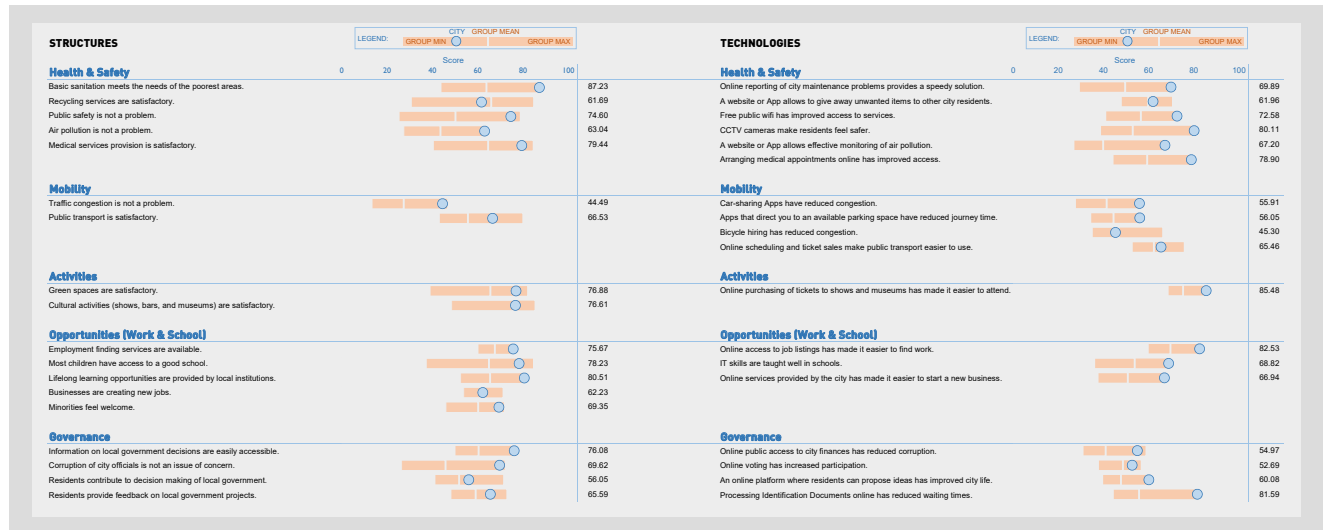
Structures and Technologies

Key survey data collected on Structures (left side) and Technologies (right side), under five key areas: health and safety, mobility, activities, opportunities, and governance.

Each indicator presents the Score for the city plus its comparison with its Group (1-4). Showing the Group's Minimum, Mean, and Maximum Scores (light red bar) alongside with the city (blue circle) allows a clear

comparison of the city's performance in this indicator. The Methodology section provides the exact calculation of the Score.

This table can be read in two ways: down to examine all Structures or Technologies indicators, or across to examine a key area in both Structures and Technologies.





Methodology in a nutshell

1. The IMD-SUTD Smart City Index (SCI) assesses the perceptions of residents on issues related to structures and technology applications available to them in their city.
2. The first edition of the SCI ranks 102 cities worldwide by capturing the perceptions of 120 residents in each city.
3. There are two pillars for which perceptions from residents are solicited: The Structures pillar referring to the existing infrastructure of the cities, and the Technology pillar describing the technological provisions and services available to the inhabitants.
4. Each pillar is evaluated over five key areas: health and safety, mobility, activities, opportunities, and governance.
5. The cities are distributed into four groups based on the UN Human Development Index (HDI) score of the economy they are part of.
6. Within each HDI group, cities are assigned a 'rating scale' (AAA to D) based on the perceptions-score of a given city compared to the scores of all other cities within the same group.
7. Rankings are then presented in two formats:
 - an overall ranking (1 to 102)
 - a rating for each pillar and overall



CITY PROFILES



Abu Dhabi

SMART CITY
RANKING

56th

Out of 102

GROUP

3

RATING

B

From AAA to D

FACTOR
RATINGS

B B

B

Structures

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.860 | 0.862 | 0.863 |
| Life expectancy at Birth | 77.1 | 77.3 | 77.4 |
| Expected years of schooling | 13.8 | 13.6 | 13.6 |
| Mean years of schooling | 10.6 | 10.8 | 10.8 |
| GNI per capita (PPP \$) | 66,923 | 68,121 | 67,805 |

City

Population (UN World Cities Report) 1,145,000



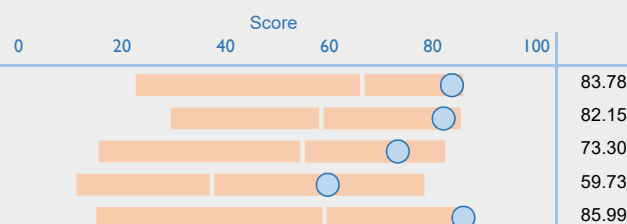
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN
GROUP MIN GROUP MAX



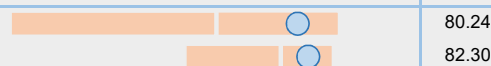
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



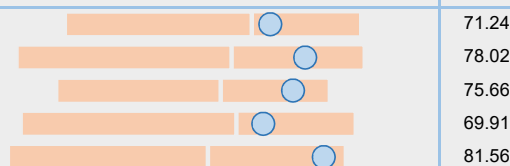
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



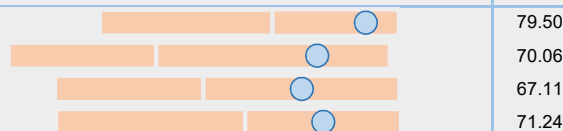
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



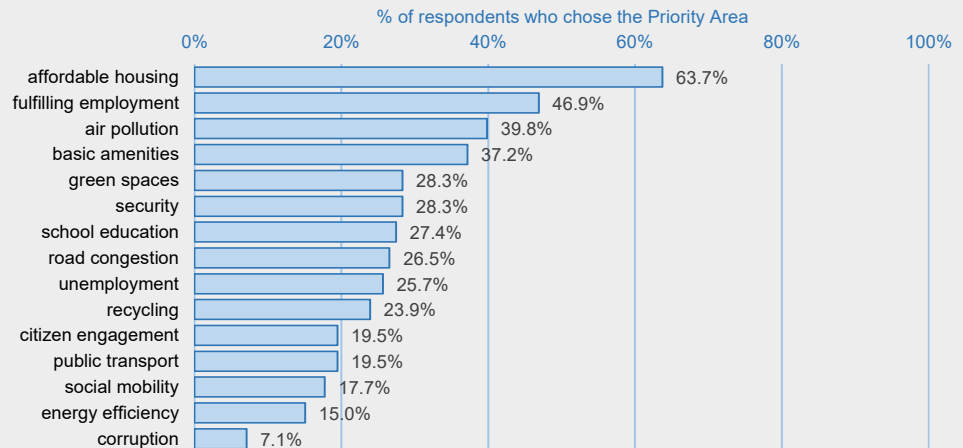
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



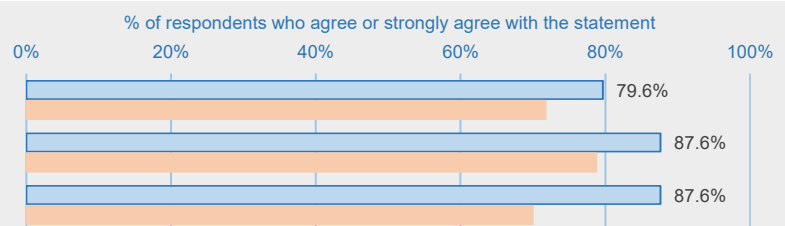
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

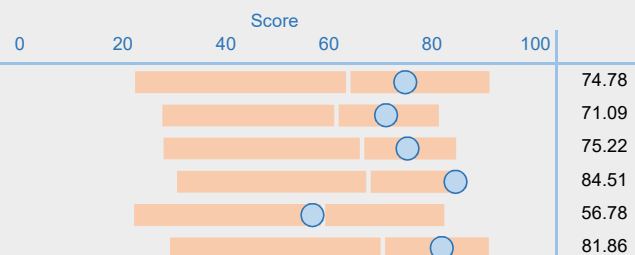
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



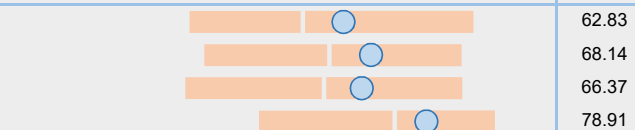
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

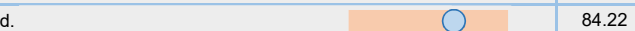
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

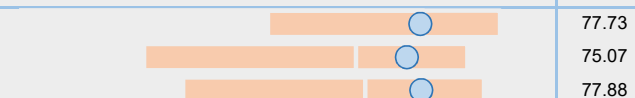


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Abuja

SMART CITY RANKING

97th

Out of 102

GROUP

4

RATING

D

From AAA to D

FACTOR RATINGS

C

Structures

D

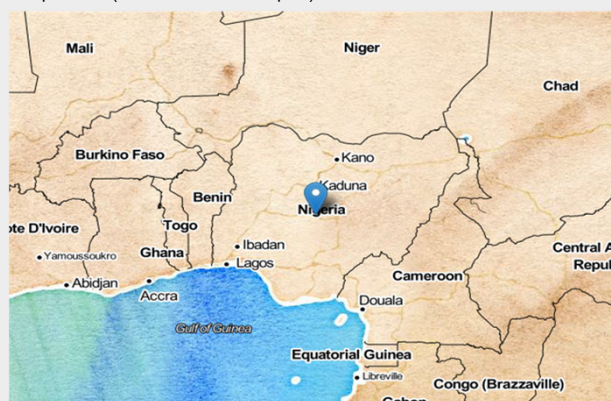
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|-------|-------|-------|
| UN HDI | 0.527 | 0.530 | 0.532 |
| Life expectancy at Birth | 53.0 | 53.4 | 53.9 |
| Expected years of schooling | 10.0 | 10.0 | 10.0 |
| Mean years of schooling | 6.0 | 6.2 | 6.2 |
| GNI per capita (PPP \$) | 5,527 | 5,326 | 5,231 |

City

| | |
|-------------------------------------|-----------|
| Population (UN World Cities Report) | 2,440,000 |
|-------------------------------------|-----------|



STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

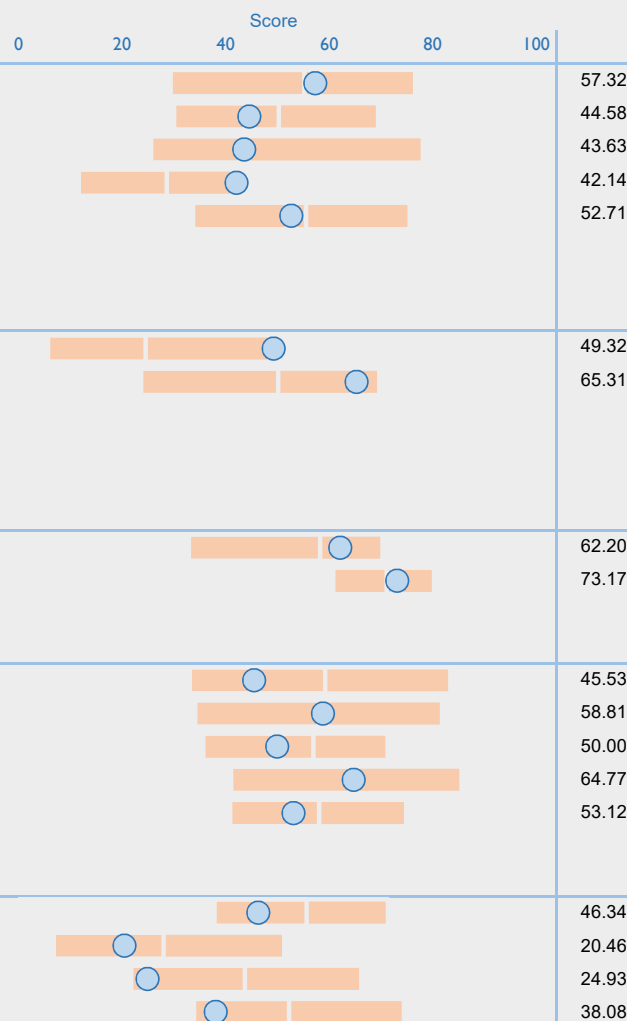
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

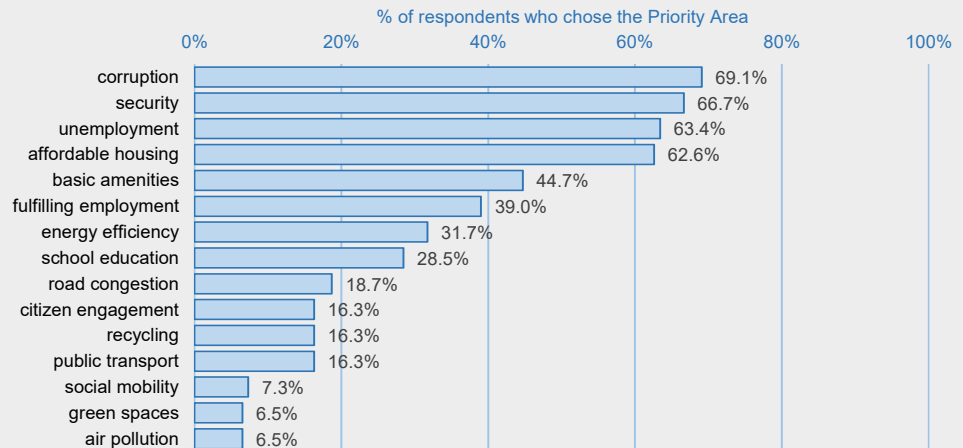
- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



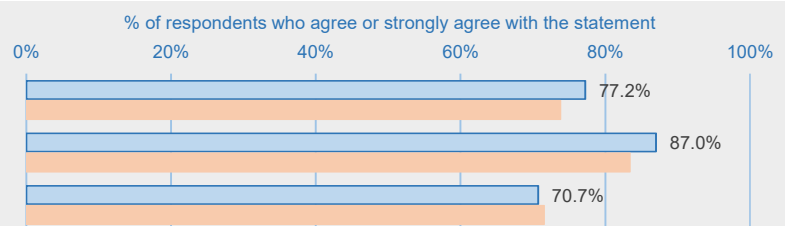
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

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You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

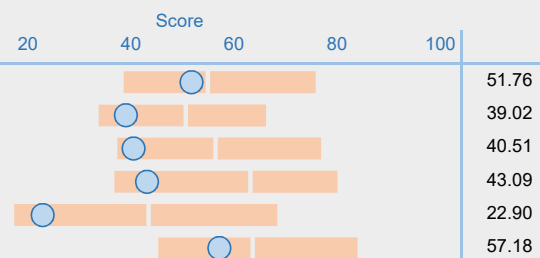
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



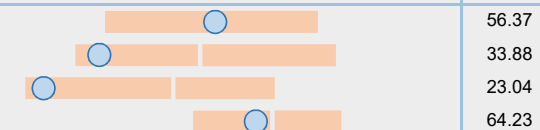
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

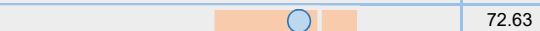
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

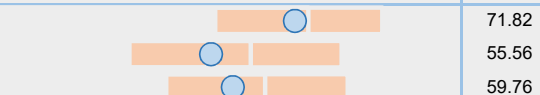


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Amsterdam

SMART CITY RANKING

11th

Out of 102

GROUP

1

RATING

A

From AAA to D

FACTOR RATINGS

A

Structures

A

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.926 | 0.928 | 0.931 |
| Life expectancy at Birth | 81.7 | 81.9 | 82.0 |
| Expected years of schooling | 18.1 | 18.0 | 18.0 |
| Mean years of schooling | 12.1 | 12.1 | 12.2 |
| GNI per capita (PPP \$) | 46,239 | 46,711 | 47,900 |

City

Population (UN World Cities Report) 1,091,000



Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

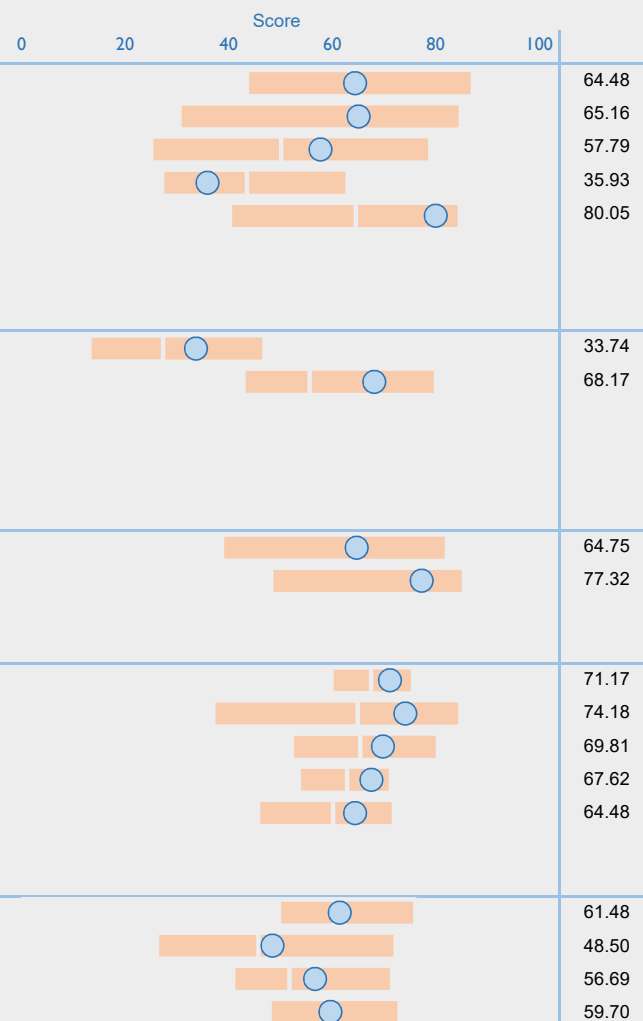
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

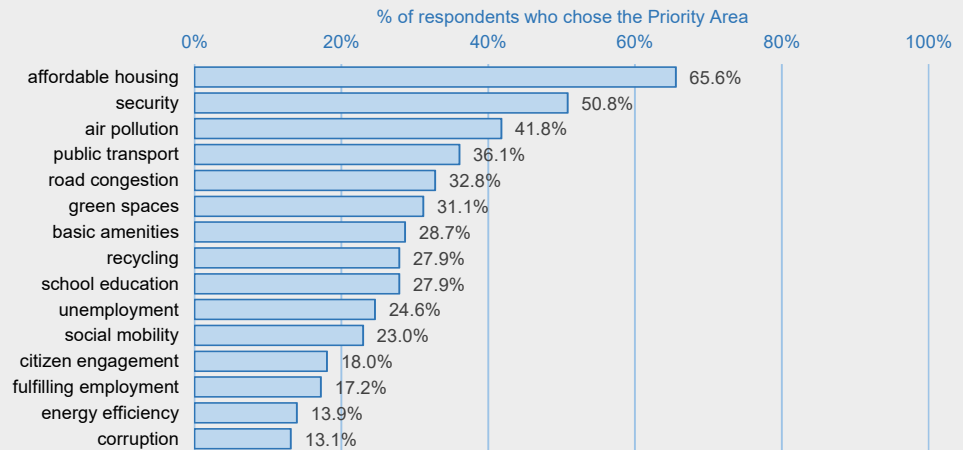
- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



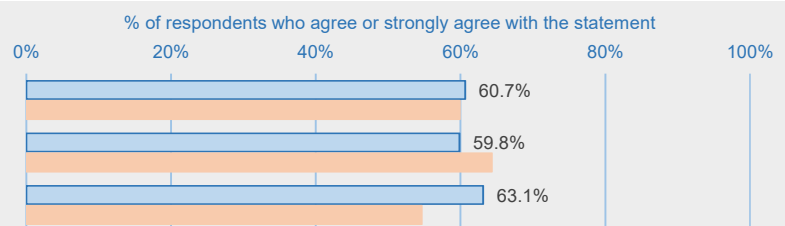
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

| Statement | Score | Value |
|--|-------|-------|
| Online reporting of city maintenance problems provides a speedy solution. | 57.65 | 57.65 |
| A website or App allows to give away unwanted items to other city residents. | 59.70 | 59.70 |
| Free public wifi has improved access to services. | 51.09 | 51.09 |
| CCTV cameras make residents feel safer. | 61.75 | 61.75 |
| A website or App allows effective monitoring of air pollution. | 39.07 | 39.07 |
| Arranging medical appointments online has improved access. | 65.71 | 65.71 |

Mobility

| | |
|---|-------|
| Car-sharing Apps have reduced congestion. | 40.98 |
| Apps that direct you to an available parking space have reduced journey time. | 53.42 |
| Bicycle hiring has reduced congestion. | 54.92 |
| Online scheduling and ticket sales make public transport easier to use. | 58.74 |

Activities

| | |
|---|-------|
| Online purchasing of tickets to shows and museums has made it easier to attend. | 70.08 |
|---|-------|

Opportunities (Work & School)

| | |
|--|-------|
| Online access to job listings has made it easier to find work. | 65.44 |
| IT skills are taught well in schools. | 56.42 |
| Online services provided by the city has made it easier to start a new business. | 54.64 |

Governance

| | |
|--|-------|
| Online public access to city finances has reduced corruption. | 42.49 |
| Online voting has increased participation. | 47.27 |
| An online platform where residents can propose ideas has improved city life. | 47.81 |
| Processing Identification Documents online has reduced waiting times. | 56.69 |

Ankara

SMART CITY RANKING

74th

Out of 102

GROUP

3

RATING

CCC

From AAA to D

FACTOR RATINGS

CCC

Structures

CCC

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.783 | 0.787 | 0.791 |
| Life expectancy at Birth | 75.5 | 75.8 | 76.0 |
| Expected years of schooling | 15.2 | 15.2 | 15.2 |
| Mean years of schooling | 7.8 | 8.0 | 8.0 |
| GNI per capita (PPP \$) | 23,125 | 23,500 | 24,804 |

City

| | |
|-------------------------------------|-----------|
| Population (UN World Cities Report) | 4,750,000 |
|-------------------------------------|-----------|

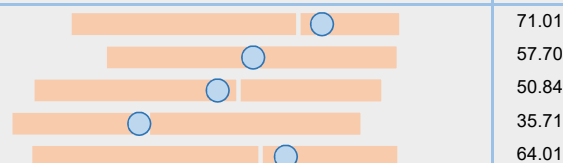
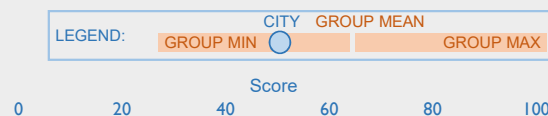


Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

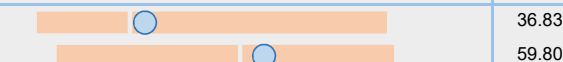
Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



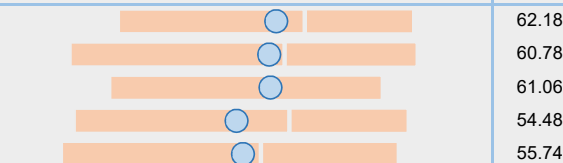
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



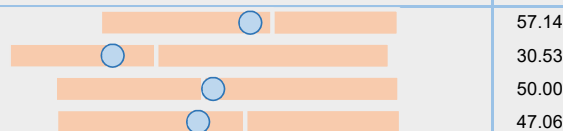
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



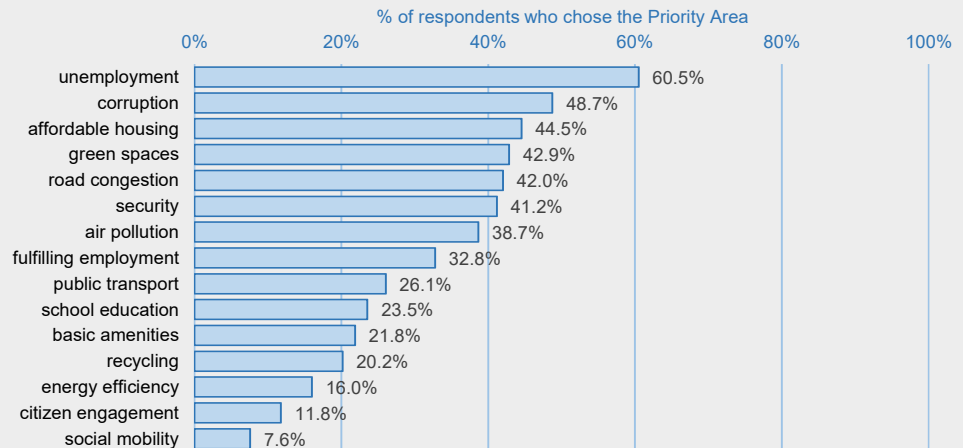
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



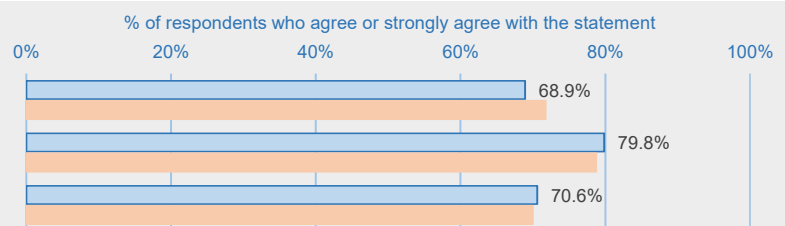
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

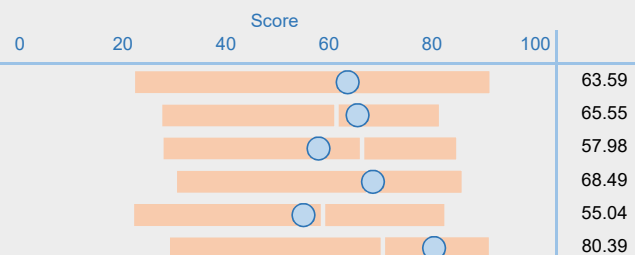
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



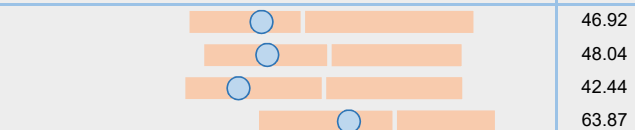
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

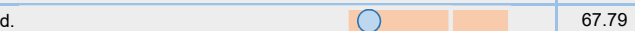
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

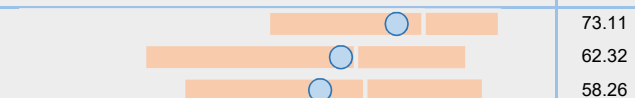


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



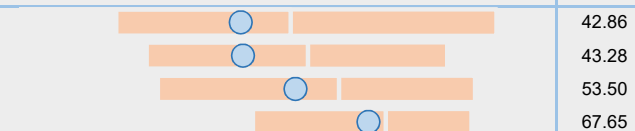
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Athens

SMART CITY RANKING

95th

Out of 102

GROUP

3

RATING

C

From AAA to D

FACTOR RATINGS

C

Structures

C

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.866 | 0.868 | 0.870 |
| Life expectancy at Birth | 81.0 | 81.2 | 81.4 |
| Expected years of schooling | 17.3 | 17.3 | 17.3 |
| Mean years of schooling | 10.6 | 10.8 | 10.8 |
| GNI per capita (PPP \$) | 24,251 | 24,284 | 24,648 |

City

Population (UN World Cities Report) 3,052,000



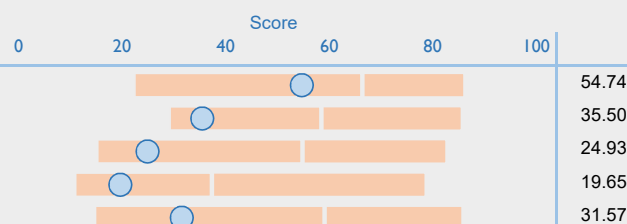
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

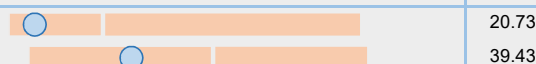
- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



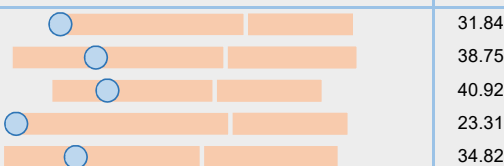
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



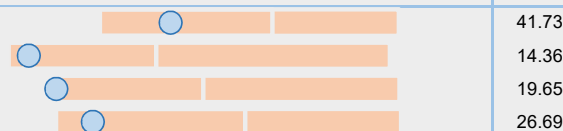
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



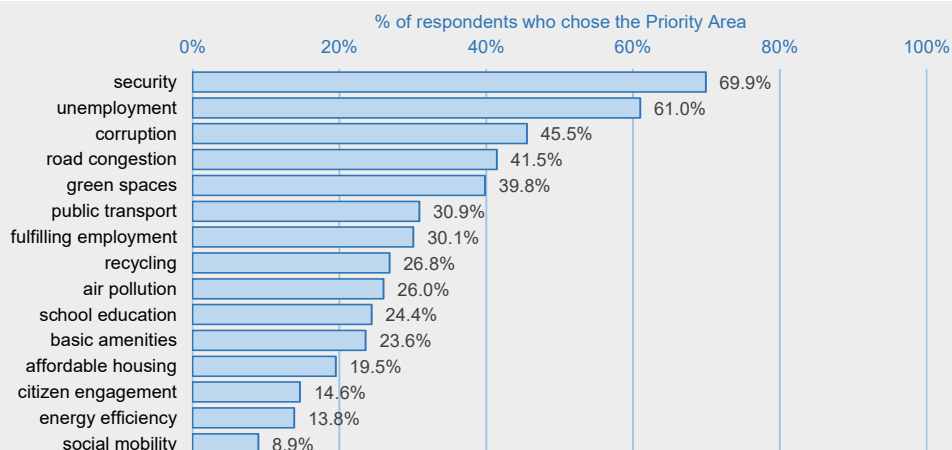
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



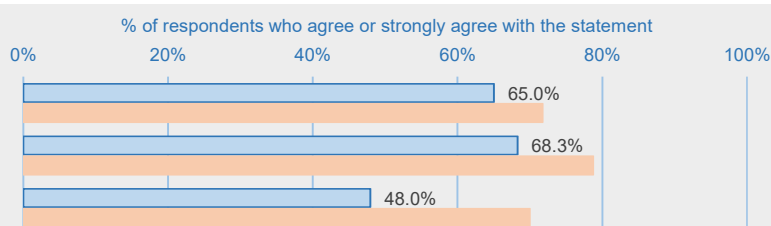
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

| Statement | Score | Value |
|--|-------|-------|
| Online reporting of city maintenance problems provides a speedy solution. | | 36.86 |
| A website or App allows to give away unwanted items to other city residents. | | 55.15 |
| Free public wifi has improved access to services. | | 32.38 |
| CCTV cameras make residents feel safer. | | 30.49 |
| A website or App allows effective monitoring of air pollution. | | 36.45 |
| Arranging medical appointments online has improved access. | | 57.05 |

Mobility

| | | |
|---|--|-------|
| Car-sharing Apps have reduced congestion. | | 35.50 |
| Apps that direct you to an available parking space have reduced journey time. | | 38.89 |
| Bicycle hiring has reduced congestion. | | 32.11 |
| Online scheduling and ticket sales make public transport easier to use. | | 53.93 |

Activities

| | | |
|---|--|-------|
| Online purchasing of tickets to shows and museums has made it easier to attend. | | 84.01 |
|---|--|-------|

Opportunities (Work & School)

| | | |
|--|--|-------|
| Online access to job listings has made it easier to find work. | | 68.70 |
| IT skills are taught well in schools. | | 37.94 |
| Online services provided by the city has made it easier to start a new business. | | 32.11 |

Governance

| | | |
|--|--|-------|
| Online public access to city finances has reduced corruption. | | 23.58 |
| Online voting has increased participation. | | 31.03 |
| An online platform where residents can propose ideas has improved city life. | | 32.52 |
| Processing Identification Documents online has reduced waiting times. | | 56.37 |

Auckland

SMART CITY RANKING

6th

Out of 102

GROUP

2

RATING

A

From AAA to D

FACTOR RATINGS

A

Structures

A

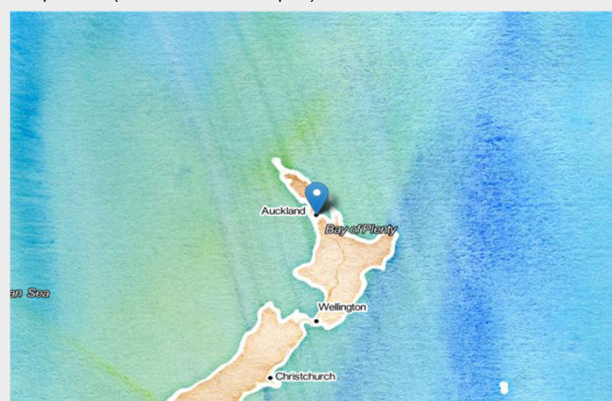
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.914 | 0.915 | 0.917 |
| Life expectancy at Birth | 81.7 | 81.9 | 82.0 |
| Expected years of schooling | 18.9 | 18.9 | 18.9 |
| Mean years of schooling | 12.4 | 12.5 | 12.5 |
| GNI per capita (PPP \$) | 33,643 | 33,679 | 33,970 |

City

| | |
|-------------------------------------|-----------|
| Population (UN World Cities Report) | 1,344,000 |
|-------------------------------------|-----------|

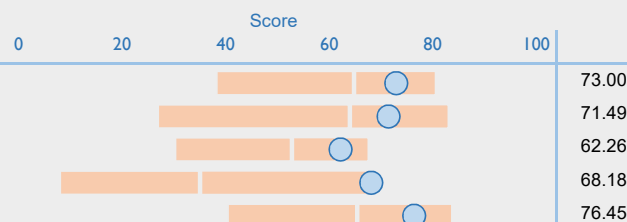


STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



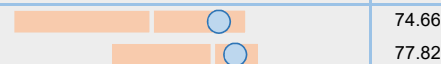
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



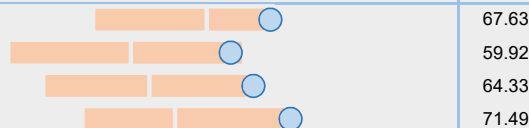
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



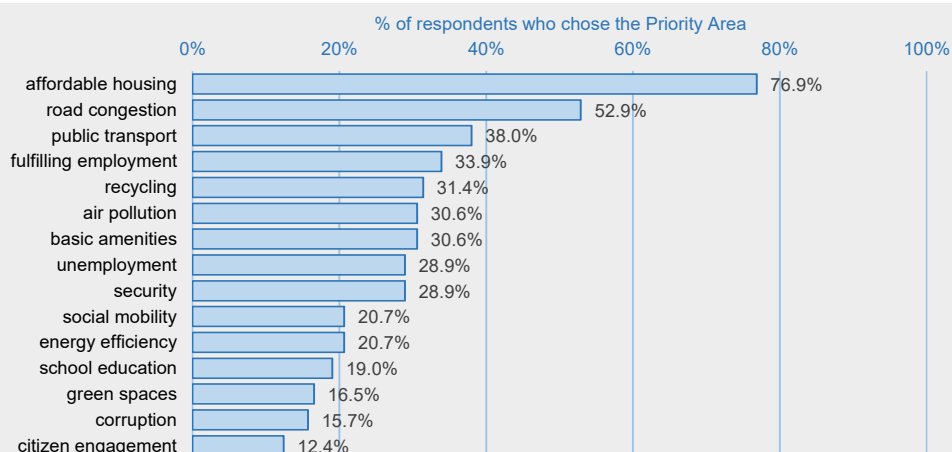
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



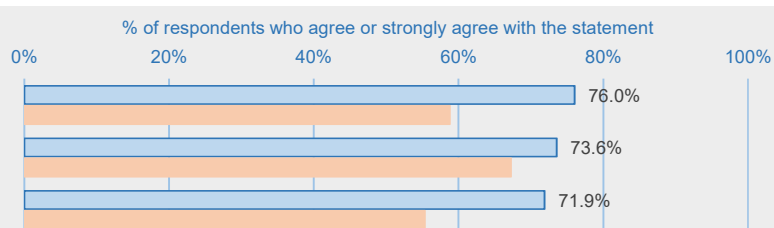
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

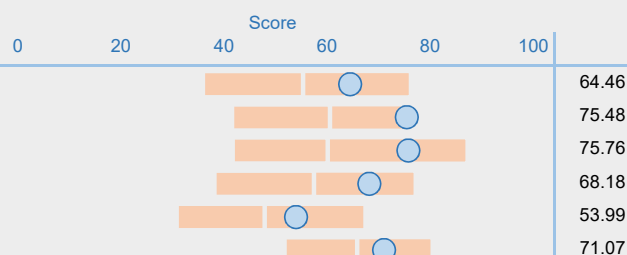
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



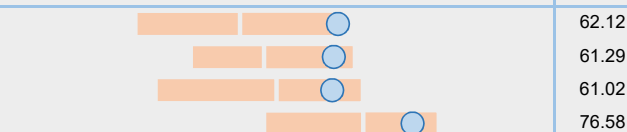
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

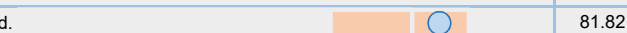
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

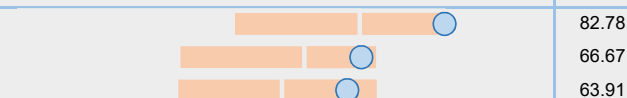


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



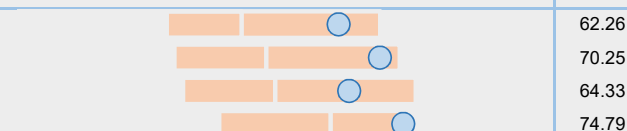
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Bangkok

SMART CITY
RANKING

75th

Out of 102

GROUP

3

RATING

CCC

From AAA to D

FACTOR
RATINGS

CC

Structures

CCC

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.741 | 0.748 | 0.755 |
| Life expectancy at Birth | 75.1 | 75.3 | 75.5 |
| Expected years of schooling | 13.9 | 14.3 | 14.7 |
| Mean years of schooling | 7.6 | 7.6 | 7.6 |
| GNI per capita (PPP \$) | 14,455 | 14,971 | 15,516 |

City

Population (UN World Cities Report) 9,270,000



STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

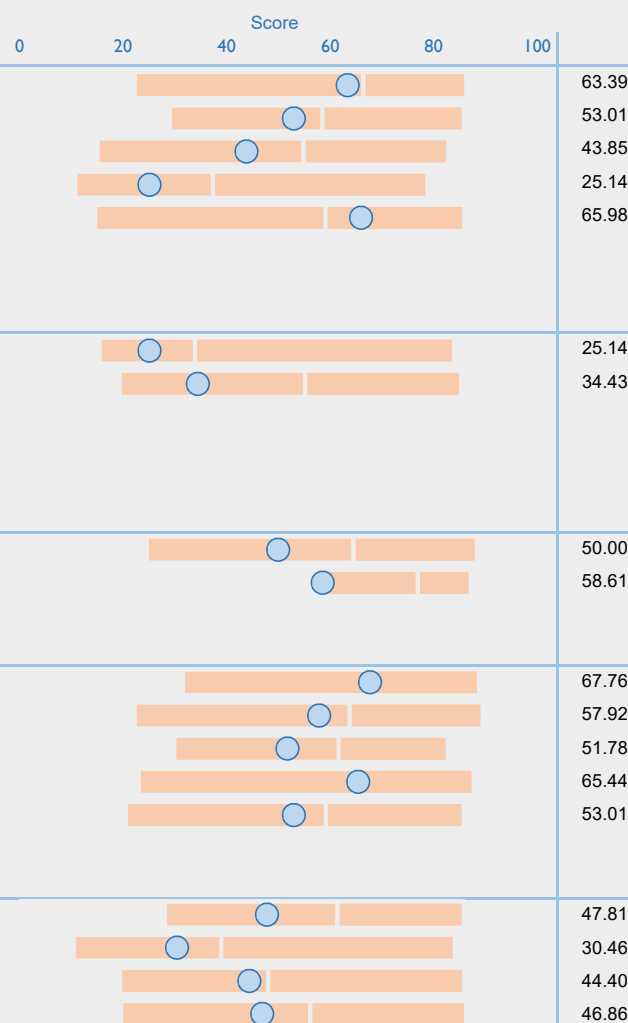
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

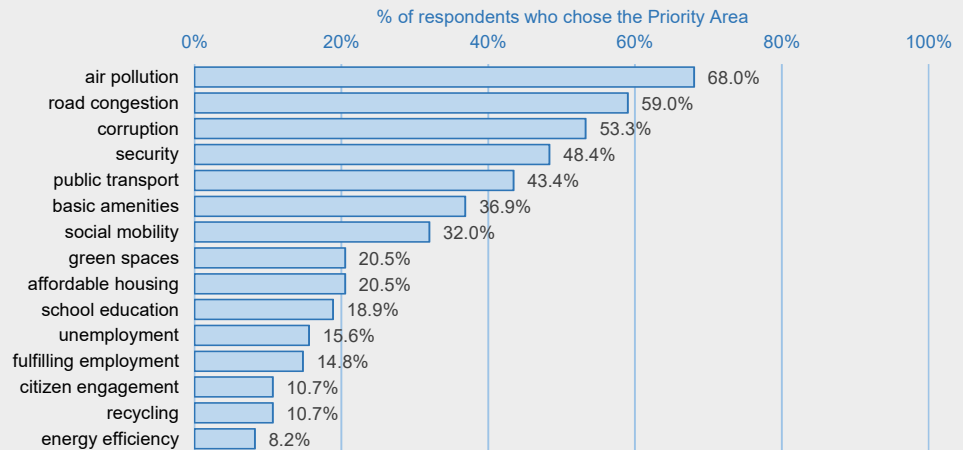
- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



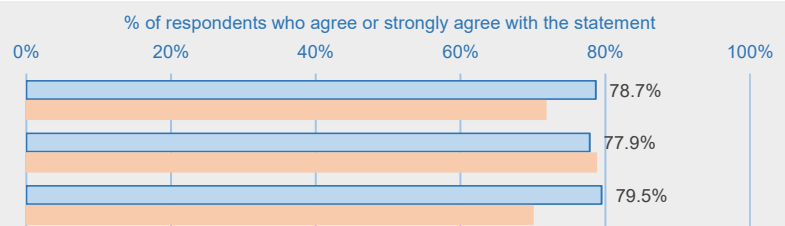
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

| Statement | Score | City Score |
|--|-------|------------|
| Online reporting of city maintenance problems provides a speedy solution. | 55.19 | 55.19 |
| A website or App allows to give away unwanted items to other city residents. | 58.88 | 58.88 |
| Free public wifi has improved access to services. | 54.92 | 54.92 |
| CCTV cameras make residents feel safer. | 61.20 | 61.20 |
| A website or App allows effective monitoring of air pollution. | 67.76 | 67.76 |
| Arranging medical appointments online has improved access. | 60.79 | 60.79 |

Mobility

| Statement | Score | City Score |
|---|-------|------------|
| Car-sharing Apps have reduced congestion. | 55.19 | 55.19 |
| Apps that direct you to an available parking space have reduced journey time. | 54.37 | 54.37 |
| Bicycle hiring has reduced congestion. | 53.55 | 53.55 |
| Online scheduling and ticket sales make public transport easier to use. | 72.27 | 72.27 |

Activities

| Statement | Score | City Score |
|---|-------|------------|
| Online purchasing of tickets to shows and museums has made it easier to attend. | 76.23 | 76.23 |

Opportunities (Work & School)

| Statement | Score | City Score |
|--|-------|------------|
| Online access to job listings has made it easier to find work. | 78.83 | 78.83 |
| IT skills are taught well in schools. | 70.63 | 70.63 |
| Online services provided by the city has made it easier to start a new business. | 68.44 | 68.44 |

Governance

| Statement | Score | City Score |
|--|-------|------------|
| Online public access to city finances has reduced corruption. | 47.54 | 47.54 |
| Online voting has increased participation. | 63.11 | 63.11 |
| An online platform where residents can propose ideas has improved city life. | 62.57 | 62.57 |
| Processing Identification Documents online has reduced waiting times. | 65.71 | 65.71 |

Barcelona

SMART CITY
RANKING

48th

Out of 102

GROUP

2

RATING

B B

From AAA to D

FACTOR
RATINGS

B B B

Structures

B B

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.885 | 0.889 | 0.891 |
| Life expectancy at Birth | 83.0 | 83.1 | 83.3 |
| Expected years of schooling | 17.8 | 17.9 | 17.9 |
| Mean years of schooling | 9.7 | 9.8 | 9.8 |
| GNI per capita (PPP \$) | 32,217 | 33,307 | 34,258 |

City

Population (UN World Cities Report) 5,258,000



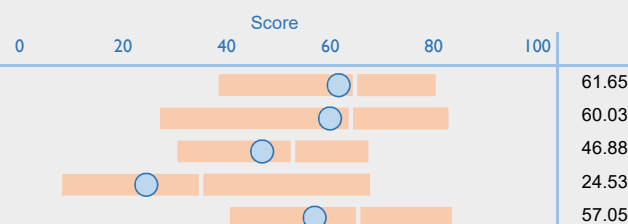
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

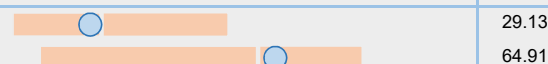
- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



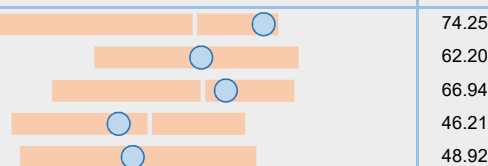
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



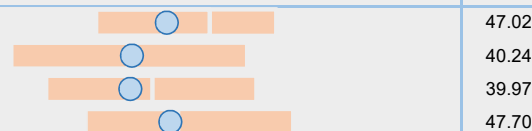
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



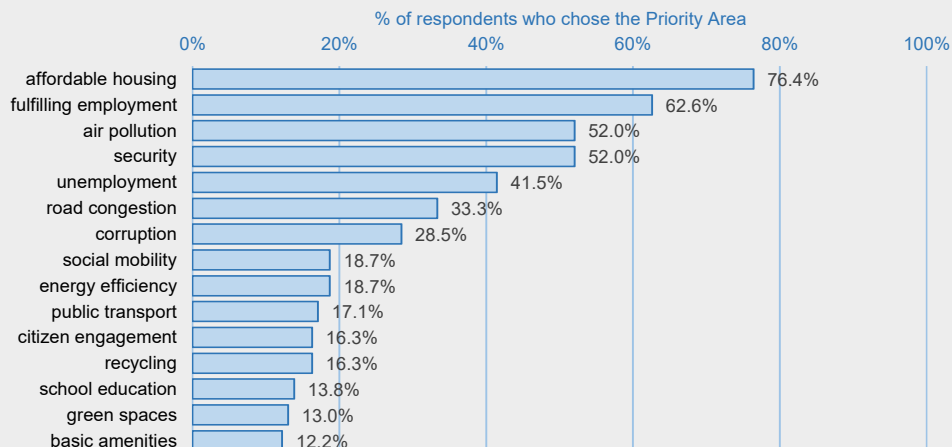
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



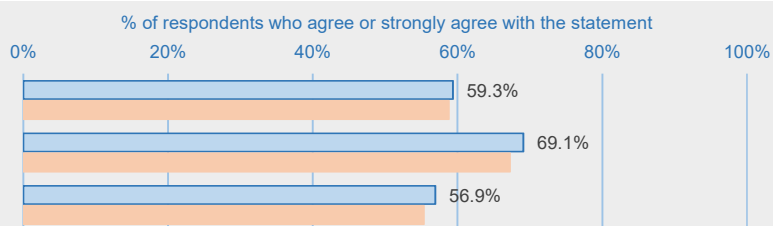
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

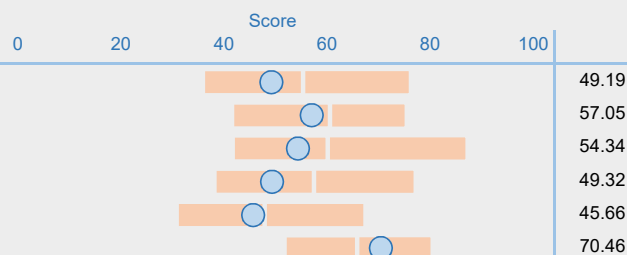
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



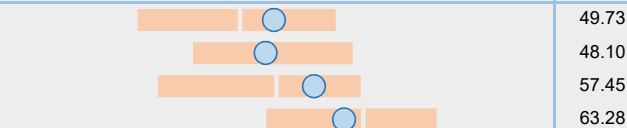
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

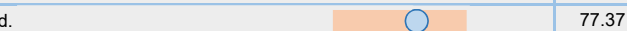
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

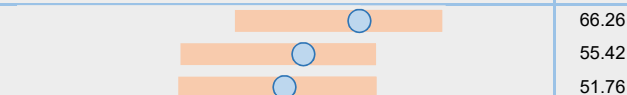


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



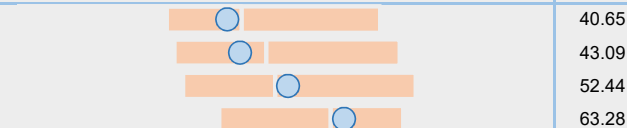
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Beijing

SMART CITY
RANKING

60th

Out of 102

GROUP

3

RATING

B

From AAA to D

FACTOR
RATINGS

B

Structures

B B

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.743 | 0.748 | 0.752 |
| Life expectancy at Birth | 76.1 | 76.3 | 76.4 |
| Expected years of schooling | 13.8 | 13.8 | 13.8 |
| Mean years of schooling | 7.7 | 7.8 | 7.8 |
| GNI per capita (PPP \$) | 13,519 | 14,354 | 15,270 |

City

| | |
|-------------------------------------|------------|
| Population (UN World Cities Report) | 20,384,000 |
|-------------------------------------|------------|



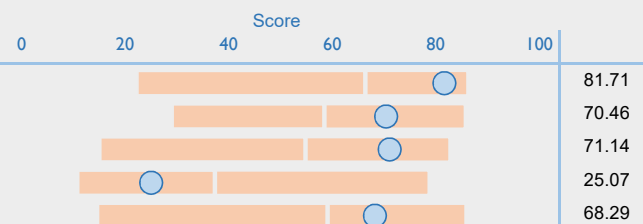
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

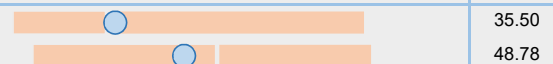
- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



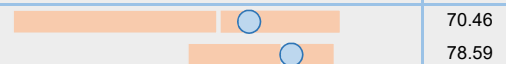
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



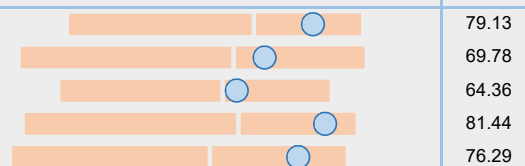
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



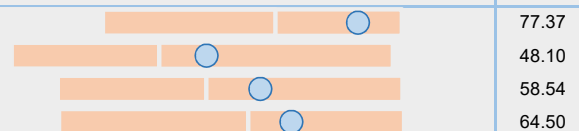
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



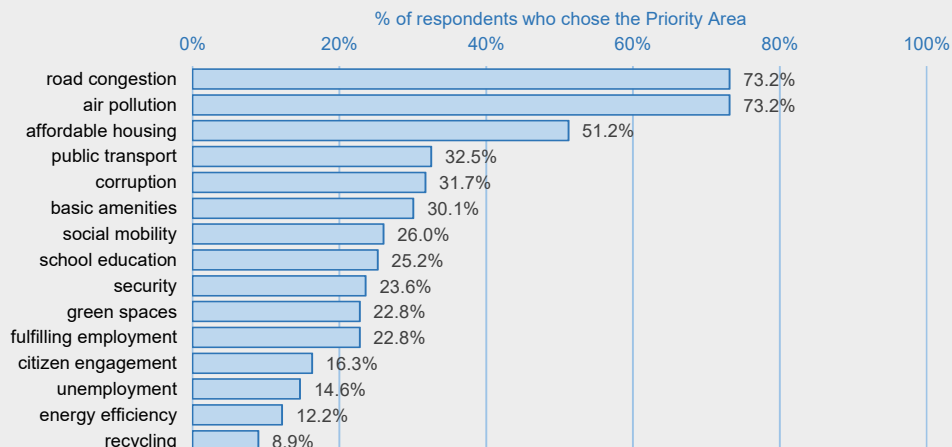
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



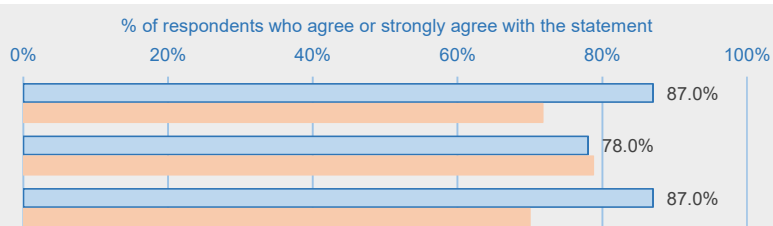
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

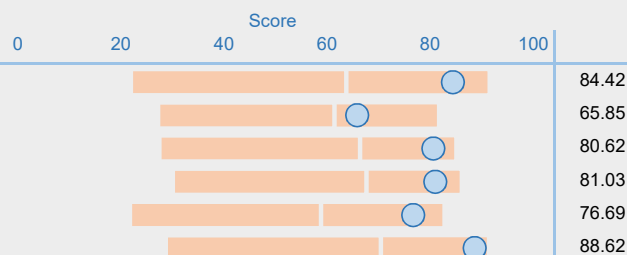
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



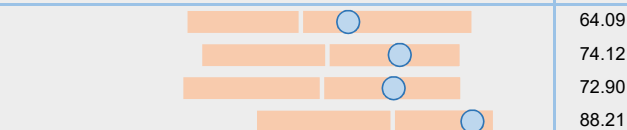
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

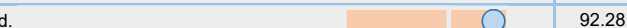
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

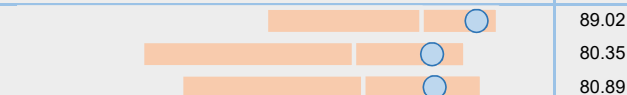


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



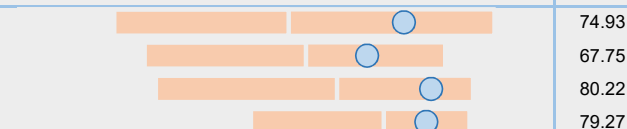
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Bengaluru

SMART CITY RANKING

79th

Out of 102

GROUP

4

RATING

CC

From AAA to D

FACTOR RATINGS

CC

Structures

CC

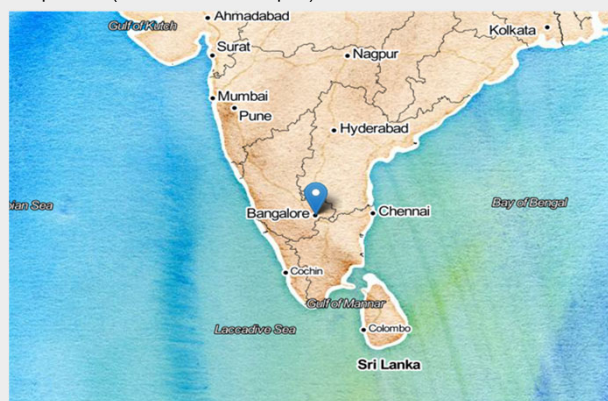
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|-------|-------|-------|
| UN HDI | 0.627 | 0.636 | 0.640 |
| Life expectancy at Birth | 68.3 | 68.6 | 68.8 |
| Expected years of schooling | 12.0 | 12.3 | 12.3 |
| Mean years of schooling | 6.3 | 6.4 | 6.4 |
| GNI per capita (PPP \$) | 5,691 | 6,026 | 6,353 |

City

Population (UN World Cities Report) 10,087,000

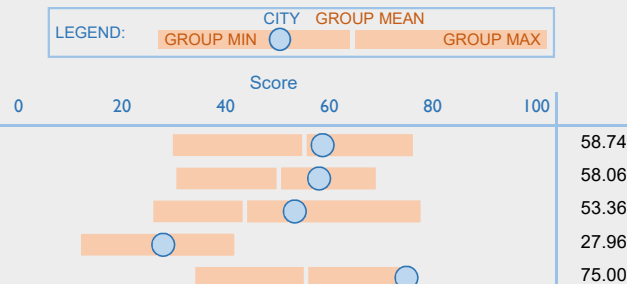


Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

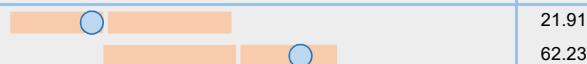
Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



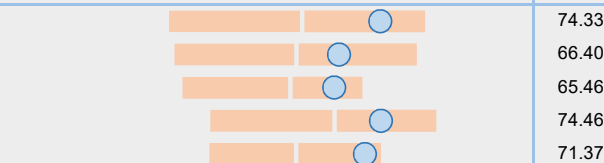
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



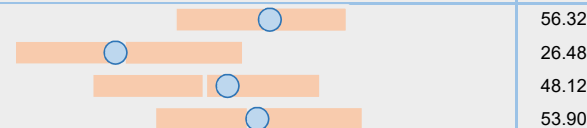
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



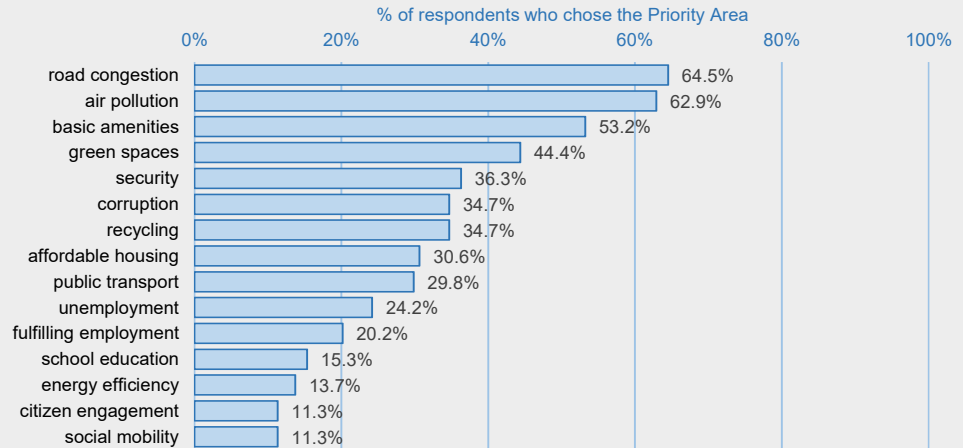
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



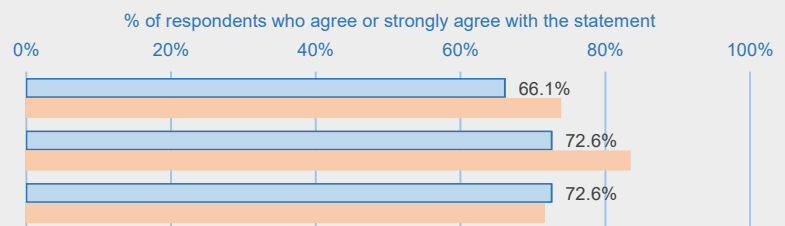
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

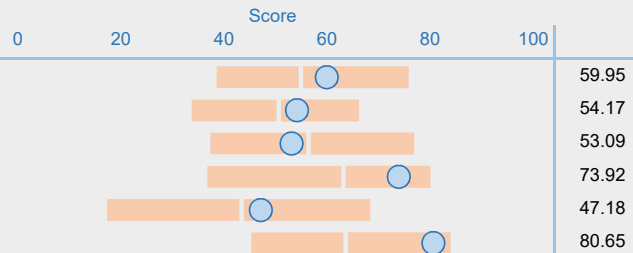
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



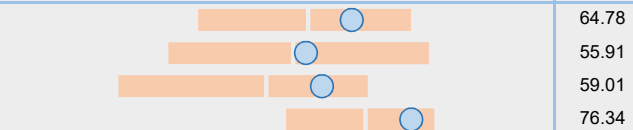
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

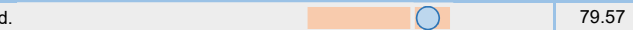
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

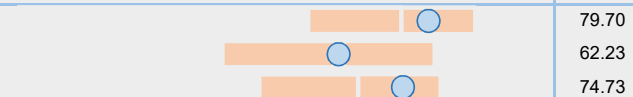


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



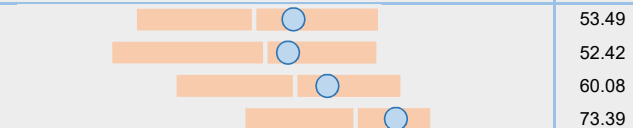
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Berlin

SMART CITY
RANKING

39th

Out of 102

GROUP

1

RATING

B B B

From AAA to D

FACTOR
RATINGS

A

B B

Structures

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.933 | 0.934 | 0.936 |
| Life expectancy at Birth | 80.8 | 81.0 | 81.2 |
| Expected years of schooling | 17.0 | 17.0 | 17.0 |
| Mean years of schooling | 14.1 | 14.1 | 14.1 |
| GNI per capita (PPP \$) | 44,766 | 45,203 | 46,136 |

City

| | |
|-------------------------------------|-----------|
| Population (UN World Cities Report) | 3,563,000 |
|-------------------------------------|-----------|



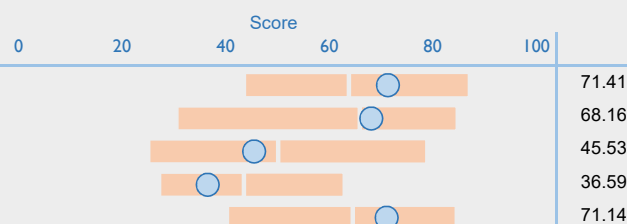
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

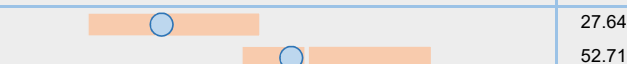
- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



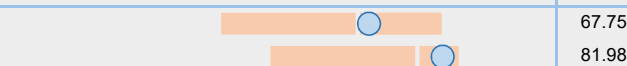
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



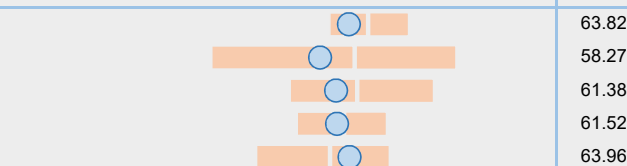
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



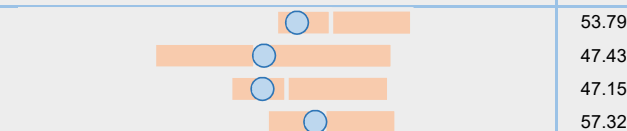
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



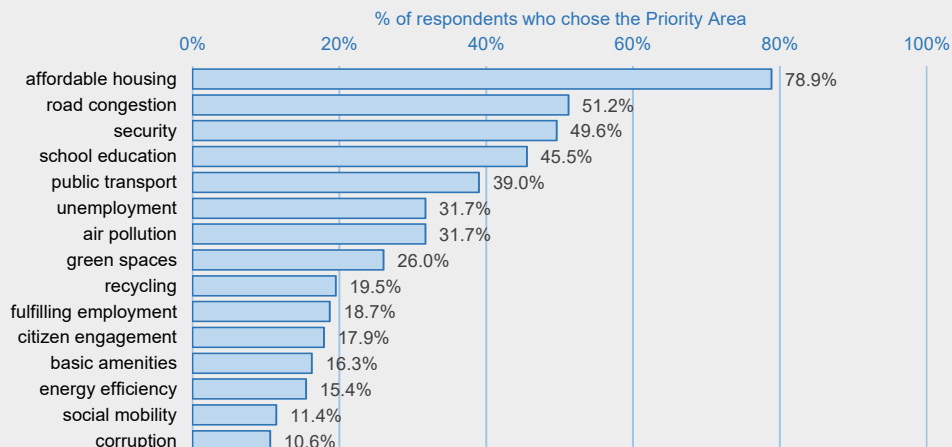
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



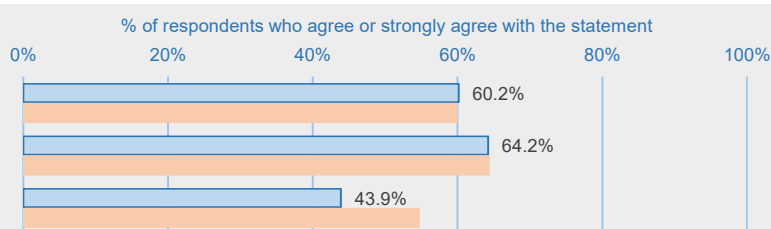
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

A website or App allows to give away unwanted items to other city residents.

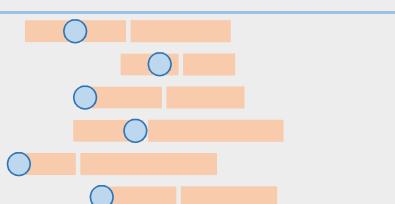
Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.

Score



Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

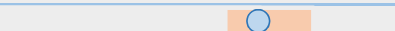
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Activities

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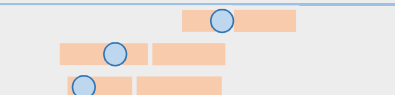


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Bilbao

SMART CITY RANKING

9th

Out of 102

GROUP

2

RATING

A

From AAA to D

FACTOR RATINGS

A

Structures

B B

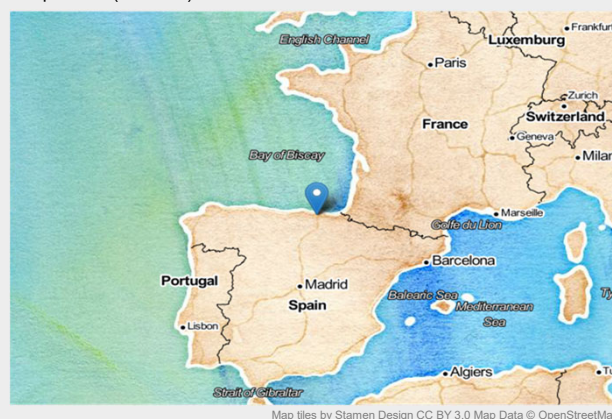
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| HDI | 0.885 | 0.889 | 0.891 |
| Life expectancy at Birth | 83.0 | 83.1 | 83.3 |
| Expected years of schooling | 17.8 | 17.9 | 17.9 |
| Mean years of schooling | 9.7 | 9.8 | 9.8 |
| GNI per capita (PPP \$) | 32,217 | 33,307 | 34,258 |

City

| | |
|-----------------------|---------|
| Population (Eurostat) | 414,000 |
|-----------------------|---------|

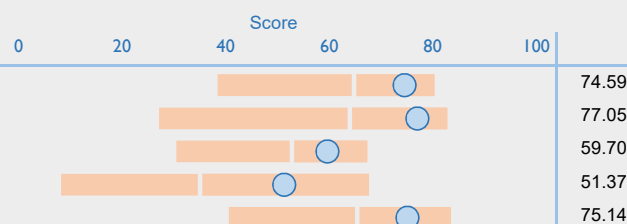


STRUCTURES

Health & Safety

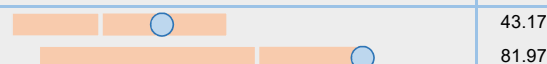
- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



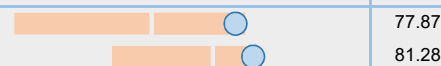
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



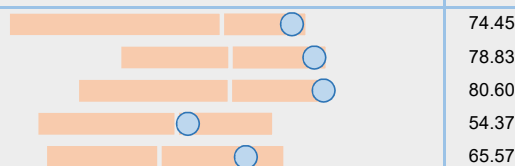
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



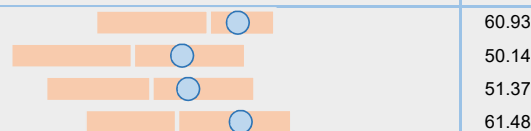
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



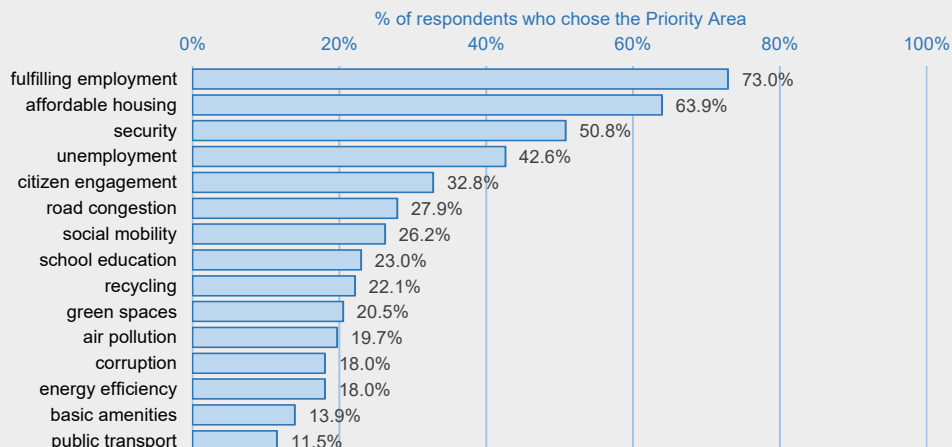
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



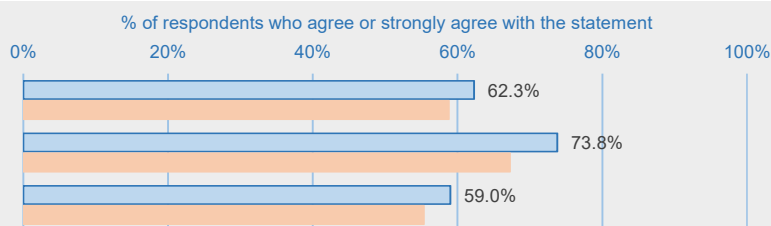
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.

Score

0 20 40 60 80 100

59.97
53.83
62.16
51.09
50.00
76.50

Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.

45.22
52.05
58.47
74.73

Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

83.33

Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.

69.67
65.16
59.02

Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.

46.17
43.85
58.33
63.66

Birmingham

SMART CITY
RANKING

52nd

Out of 102

GROUP

2

RATING

B B

From AAA to D

FACTOR
RATINGS

B B

Structures

B

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| HDI | 0.918 | 0.920 | 0.922 |
| Life expectancy at Birth | 81.4 | 81.6 | 81.7 |
| Expected years of schooling | 17.4 | 17.4 | 17.4 |
| Mean years of schooling | 12.8 | 12.9 | 12.9 |
| GNI per capita (PPP \$) | 38,146 | 38,680 | 39,116 |

City

| | |
|-------------------------------------|-----------|
| Population (UN World Cities Report) | 2,515,000 |
|-------------------------------------|-----------|

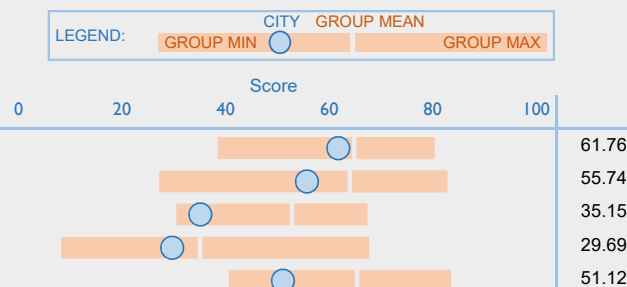


Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

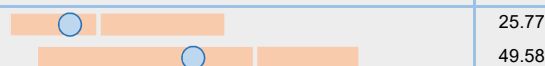
Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



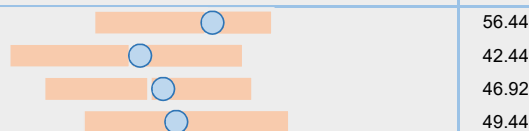
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



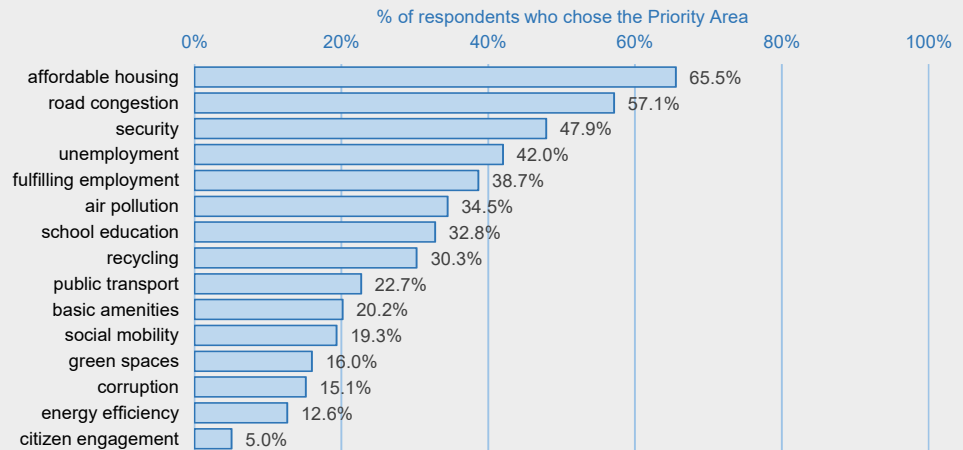
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

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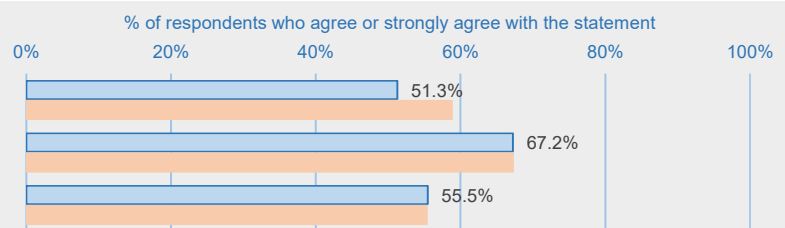
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

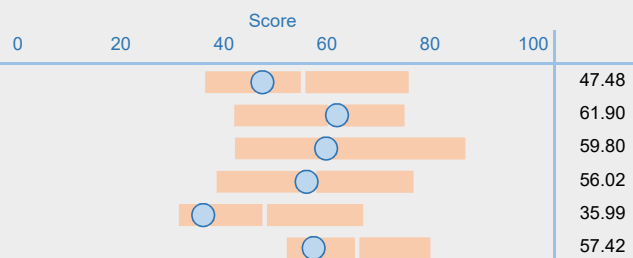
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

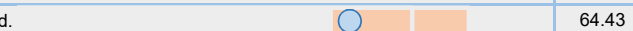
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

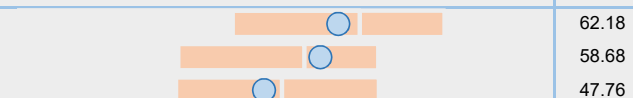


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



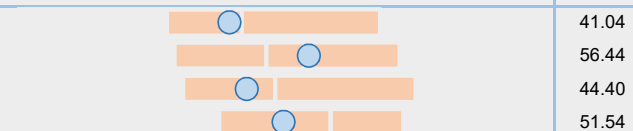
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Bogota

SMART CITY
RANKING

98th

Out of 102

GROUP

4

RATING

D

From AAA to D

FACTOR
RATINGS

D

Structures

C

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.742 | 0.747 | 0.747 |
| Life expectancy at Birth | 74.2 | 74.4 | 74.6 |
| Expected years of schooling | 14.4 | 14.4 | 14.4 |
| Mean years of schooling | 8.1 | 8.3 | 8.3 |
| GNI per capita (PPP \$) | 12,772 | 13,050 | 12,938 |

City

Population (UN World Cities Report) 9,765,000



Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

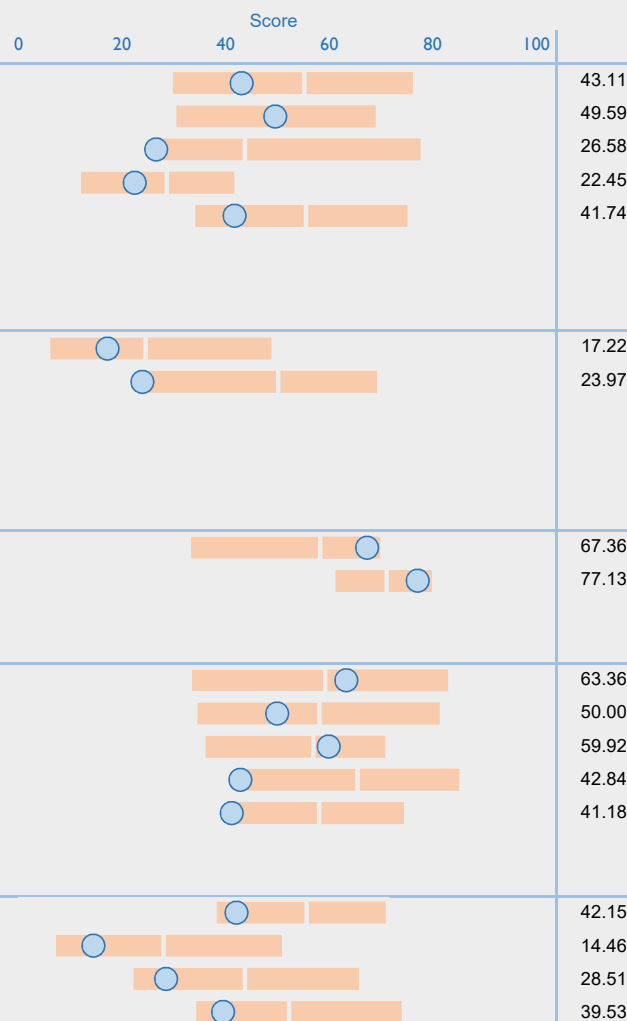
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

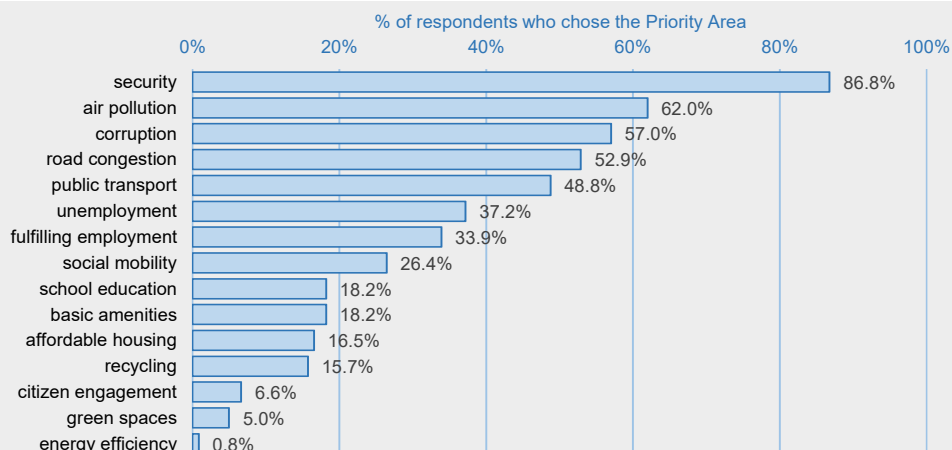
- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



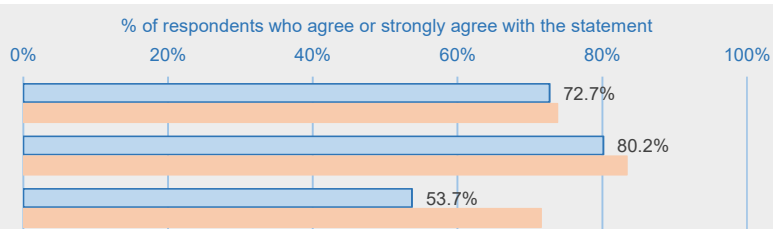
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

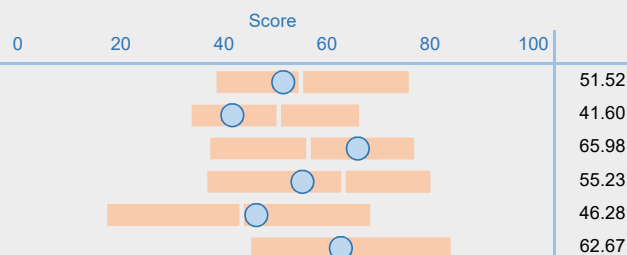
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



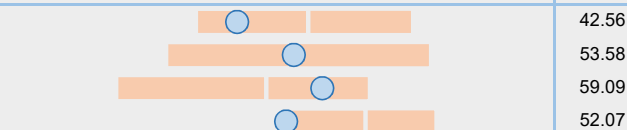
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

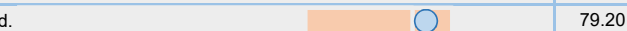
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

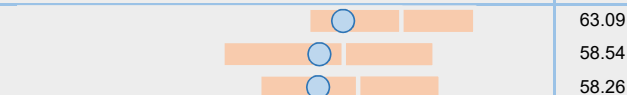


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



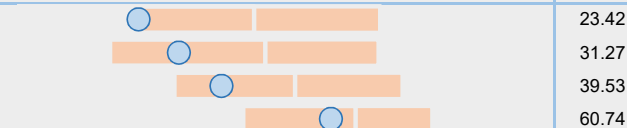
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Bologna

SMART CITY
RANKING

18th

Out of 102

GROUP

2

RATING

B B B

From AAA to D

FACTOR
RATINGS

B B B

Structures

B B

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.876 | 0.878 | 0.880 |
| Life expectancy at Birth | 82.8 | 83.0 | 83.2 |
| Expected years of schooling | 16.3 | 16.3 | 16.3 |
| Mean years of schooling | 10.2 | 10.2 | 10.2 |
| GNI per capita (PPP \$) | 34,115 | 34,733 | 35,299 |

City

| | |
|-------------------------------------|---------|
| Population (UN World Cities Report) | 784,000 |
|-------------------------------------|---------|

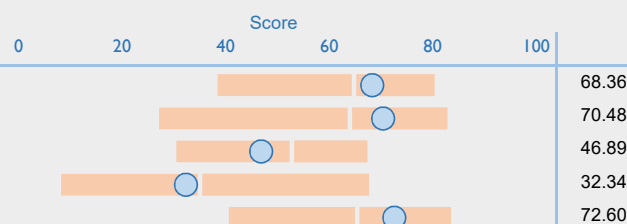


STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



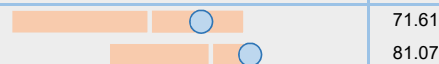
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



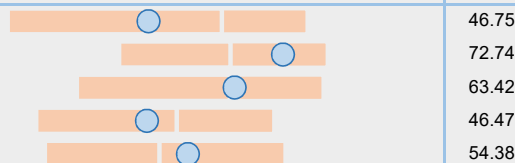
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



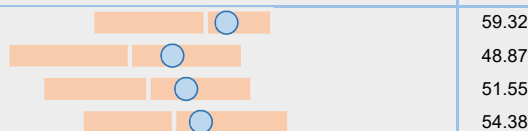
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



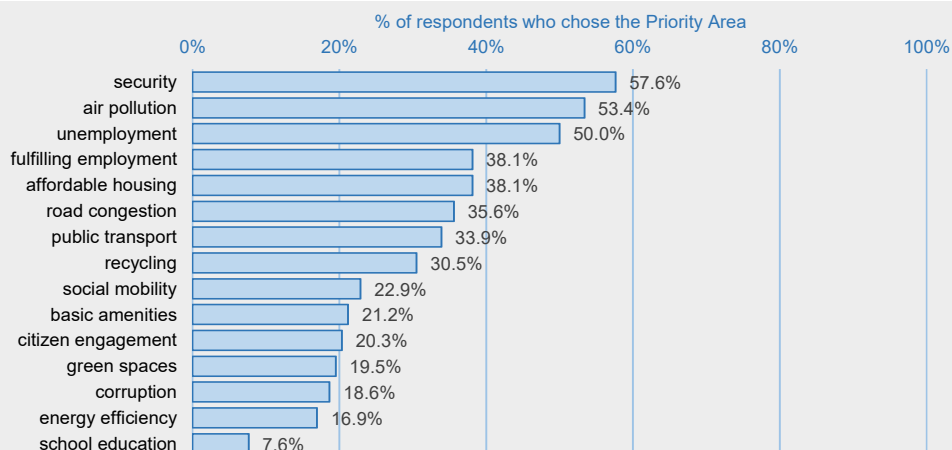
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



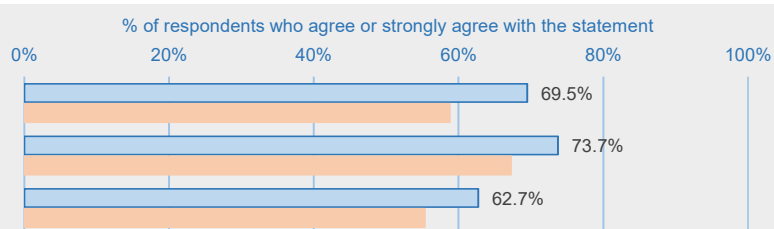
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

| Statement | Score | City Score |
|--|-------|------------|
| Online reporting of city maintenance problems provides a speedy solution. | 63.56 | 60.0 |
| A website or App allows to give away unwanted items to other city residents. | 64.69 | 60.0 |
| Free public wifi has improved access to services. | 65.40 | 60.0 |
| CCTV cameras make residents feel safer. | 58.62 | 55.0 |
| A website or App allows effective monitoring of air pollution. | 54.52 | 50.0 |
| Arranging medical appointments online has improved access. | 71.33 | 65.0 |

Mobility

| Statement | Score | City Score |
|---|-------|------------|
| Car-sharing Apps have reduced congestion. | 50.71 | 50.0 |
| Apps that direct you to an available parking space have reduced journey time. | 50.00 | 50.0 |
| Bicycle hiring has reduced congestion. | 55.65 | 55.0 |
| Online scheduling and ticket sales make public transport easier to use. | 65.82 | 60.0 |

Activities

| Statement | Score | City Score |
|---|-------|------------|
| Online purchasing of tickets to shows and museums has made it easier to attend. | 81.50 | 75.0 |

Opportunities (Work & School)

| Statement | Score | City Score |
|--|-------|------------|
| Online access to job listings has made it easier to find work. | 66.10 | 60.0 |
| IT skills are taught well in schools. | 58.05 | 55.0 |
| Online services provided by the city has made it easier to start a new business. | 49.44 | 45.0 |

Governance

| Statement | Score | City Score |
|--|-------|------------|
| Online public access to city finances has reduced corruption. | 50.56 | 45.0 |
| Online voting has increased participation. | 44.63 | 40.0 |
| An online platform where residents can propose ideas has improved city life. | 52.82 | 45.0 |
| Processing Identification Documents online has reduced waiting times. | 59.46 | 50.0 |

Boston

SMART CITY
RANKING

32nd

Out of 102

GROUP

1

RATING

B B B

From AAA to D

FACTOR
RATINGS

A

Structures

B B B

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.920 | 0.922 | 0.924 |
| Life expectancy at Birth | 79.2 | 79.4 | 79.5 |
| Expected years of schooling | 16.5 | 16.5 | 16.5 |
| Mean years of schooling | 13.3 | 13.4 | 13.4 |
| GNI per capita (PPP \$) | 53,741 | 54,104 | 54,941 |

City

| | |
|-------------------------------------|-----------|
| Population (UN World Cities Report) | 4,249,000 |
|-------------------------------------|-----------|



Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

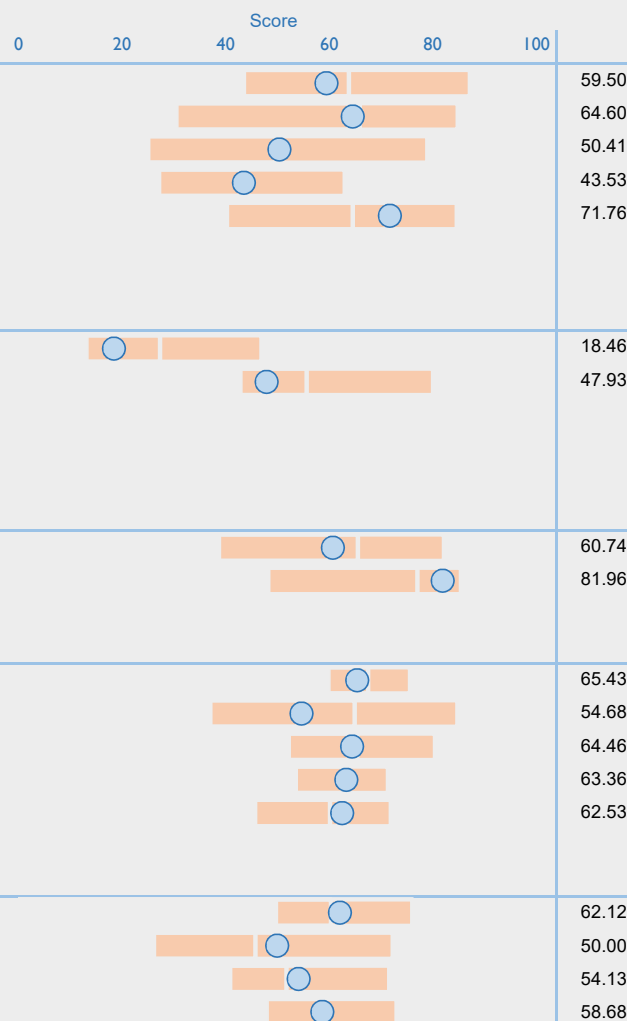
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

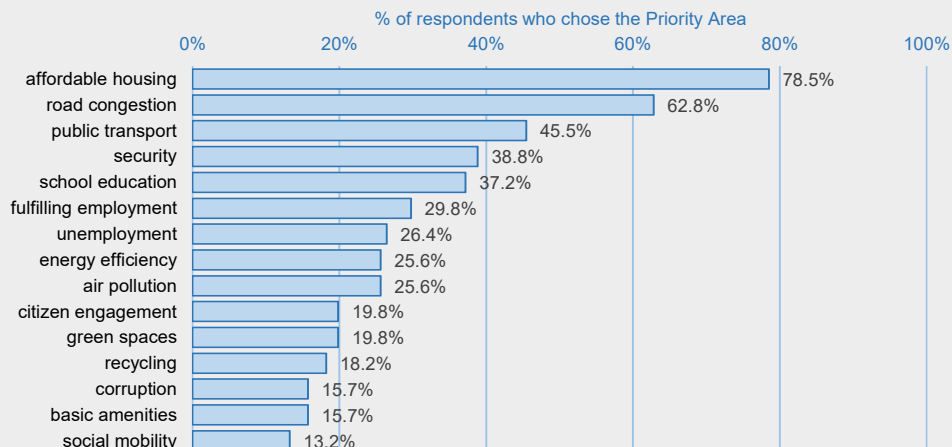
- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



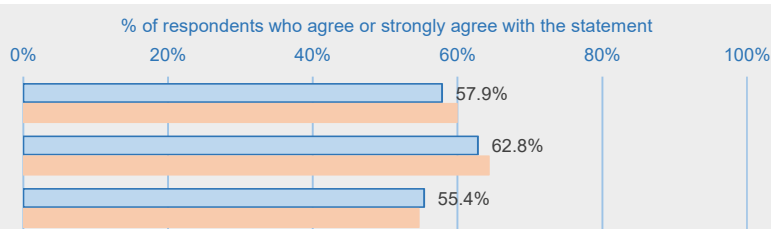
ATTITUDES

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You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.

Score

0 20 40 60 80 100

45.59

58.95

53.31

43.53

27.82

58.26

Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.

37.88

46.14

42.42

58.13

Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

74.93

Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.

70.66

51.93

45.73

Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.

44.35

42.84

44.35

50.55

Bratislava

SMART CITY
RANKING

84th

Out of 102

GROUP

3

RATING

CC

From AAA to D

FACTOR
RATINGS

CCC

Structures

CC

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.851 | 0.853 | 0.855 |
| Life expectancy at Birth | 76.7 | 76.9 | 77.0 |
| Expected years of schooling | 15.0 | 15.0 | 15.0 |
| Mean years of schooling | 12.5 | 12.5 | 12.5 |
| GNI per capita (PPP \$) | 27,851 | 28,546 | 29,467 |

City

| | |
|-----------------------|---------|
| Population (Eurostat) | 433,000 |
|-----------------------|---------|



STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

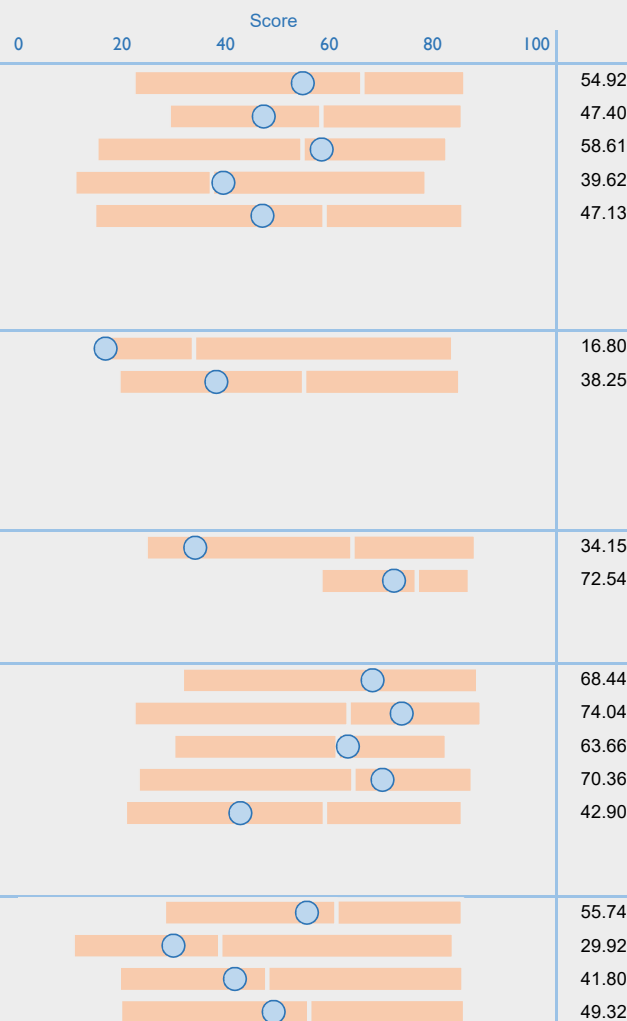
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

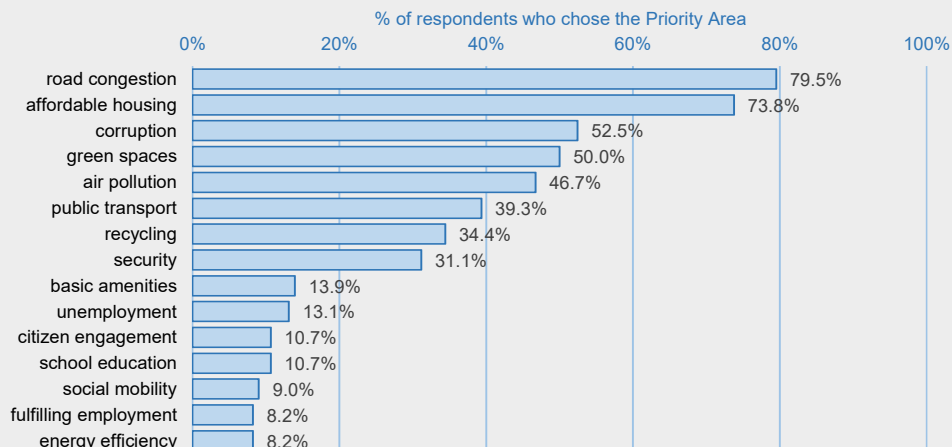
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LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

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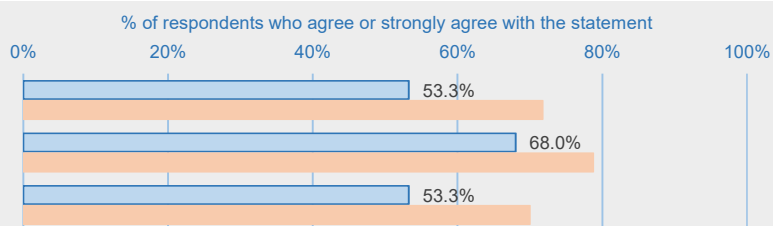
ATTITUDES

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You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

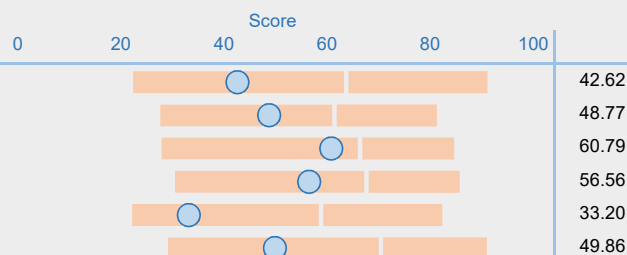
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



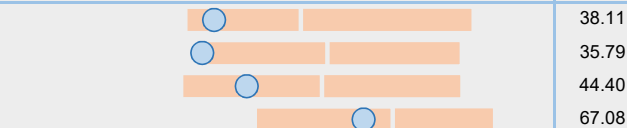
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

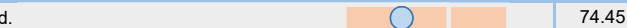
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

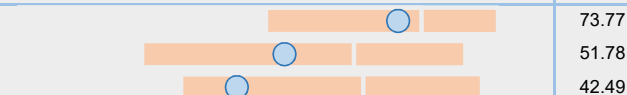


Opportunities (Work & School)

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IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



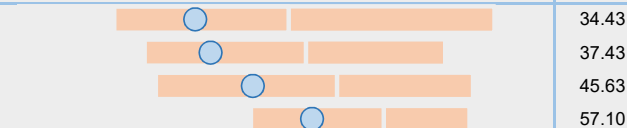
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Brisbane

SMART CITY RANKING

27th

Out of 102

GROUP

1

RATING

B B B

From AAA to D

FACTOR RATINGS

A

Structures

B B B

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.936 | 0.938 | 0.939 |
| Life expectancy at Birth | 82.7 | 82.9 | 83.1 |
| Expected years of schooling | 23.3 | 22.9 | 22.9 |
| Mean years of schooling | 12.8 | 12.9 | 12.9 |
| GNI per capita (PPP \$) | 43,138 | 43,637 | 43,560 |

City

Population (UN World Cities Report) 2,202,000



STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

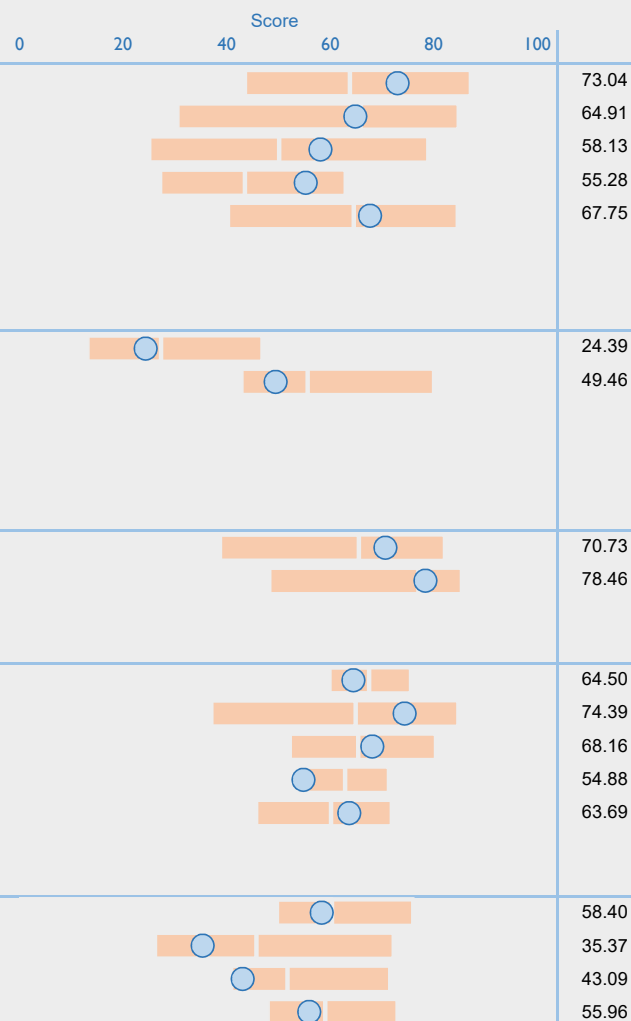
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

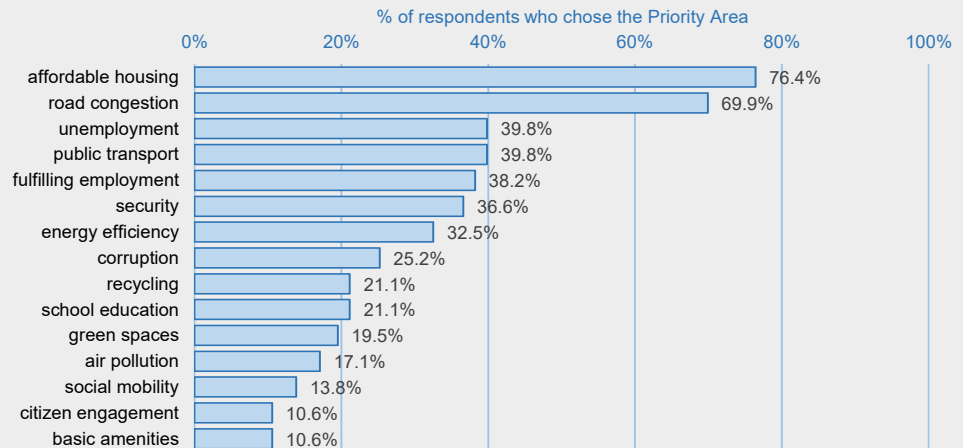
- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



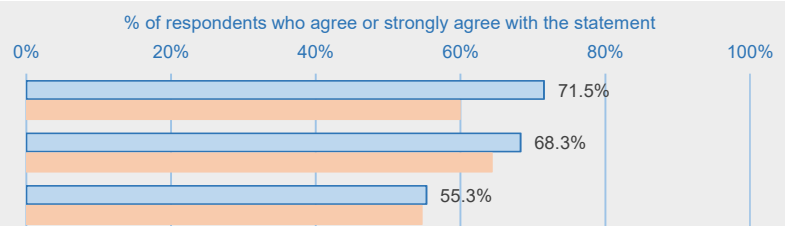
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

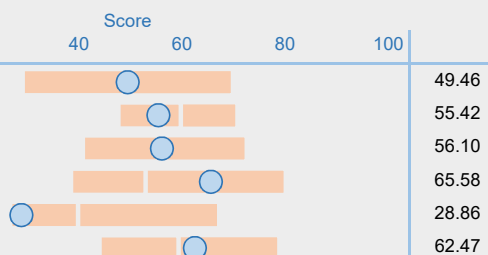
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

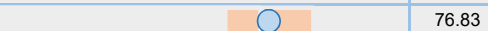
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Activities

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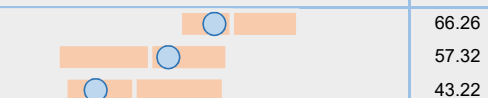


Opportunities (Work & School)

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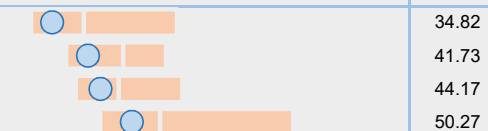
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Brussels

SMART CITY
RANKING

64th

Out of 102

GROUP

2

RATING

B

From AAA to D

FACTOR
RATINGS

B B

Structures

C C C

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.913 | 0.915 | 0.916 |
| Life expectancy at Birth | 81.0 | 81.1 | 81.3 |
| Expected years of schooling | 19.8 | 19.8 | 19.8 |
| Mean years of schooling | 11.7 | 11.8 | 11.8 |
| GNI per capita (PPP \$) | 41,727 | 41,588 | 42,156 |

City

| | |
|-----------------------|-----------|
| Population (Eurostat) | 1,205,000 |
|-----------------------|-----------|

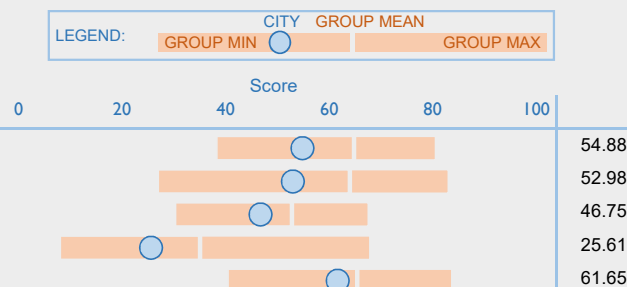


Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

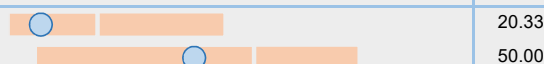
Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



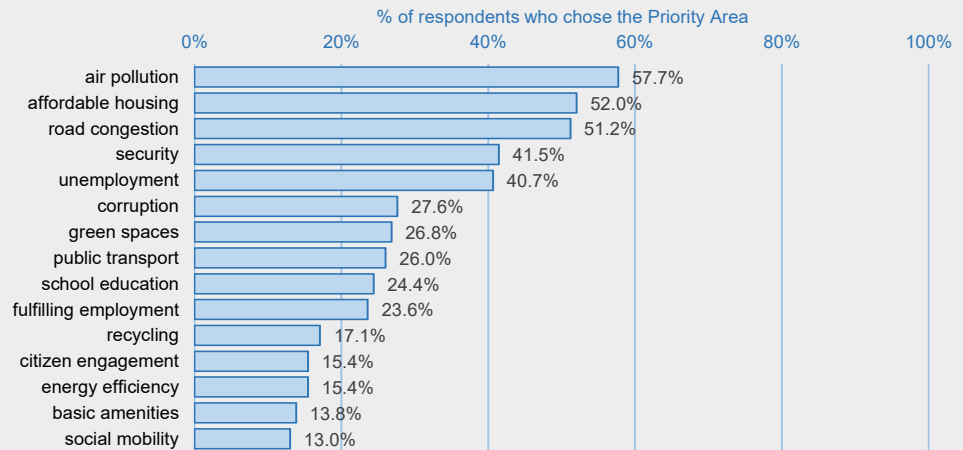
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

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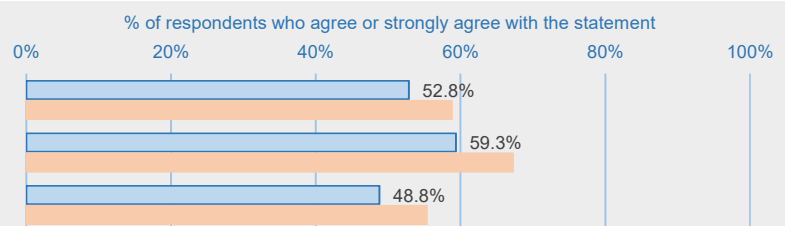
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

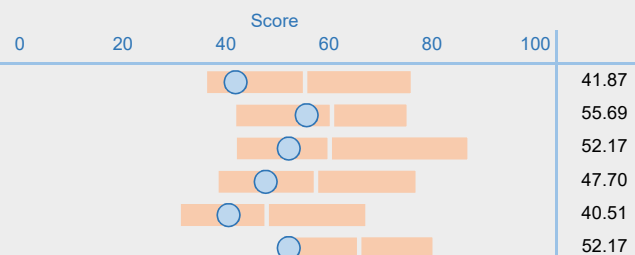
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

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Arranging medical appointments online has improved access.



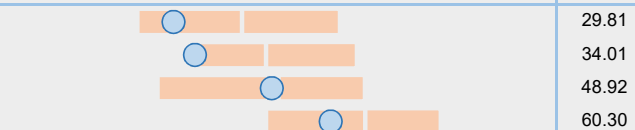
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

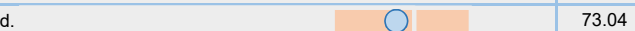
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Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

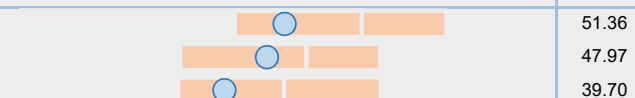


Opportunities (Work & School)

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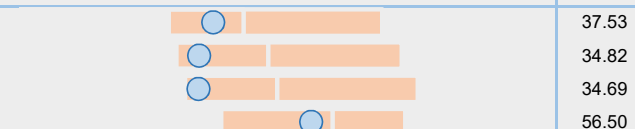
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Bucharest

SMART CITY RANKING

85th

Out of 102

GROUP

3

RATING

CC

From AAA to D

FACTOR RATINGS

CC

Structures

CC

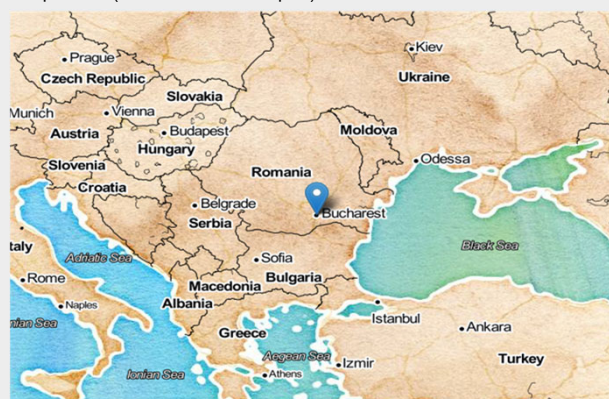
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.805 | 0.807 | 0.811 |
| Life expectancy at Birth | 75.3 | 75.4 | 75.6 |
| Expected years of schooling | 14.5 | 14.3 | 14.3 |
| Mean years of schooling | 10.9 | 11.0 | 11.0 |
| GNI per capita (PPP \$) | 20,049 | 21,060 | 22,646 |

City

Population (UN World Cities Report) 1,868,000



Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
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Mobility

- Traffic congestion is not a problem.
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Activities

- Green spaces are satisfactory.
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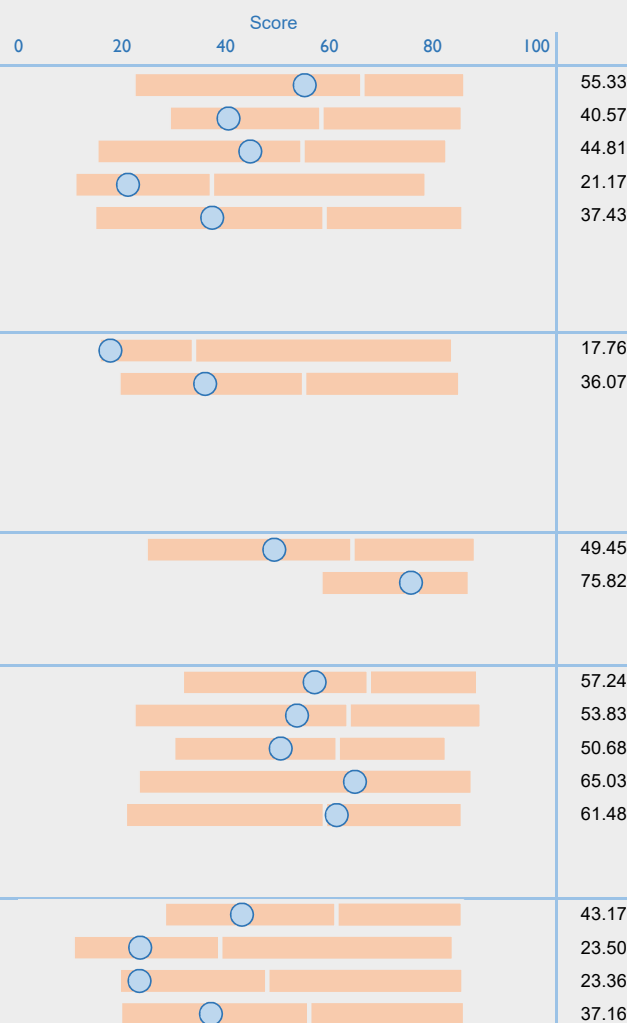
Opportunities (Work & School)

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- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

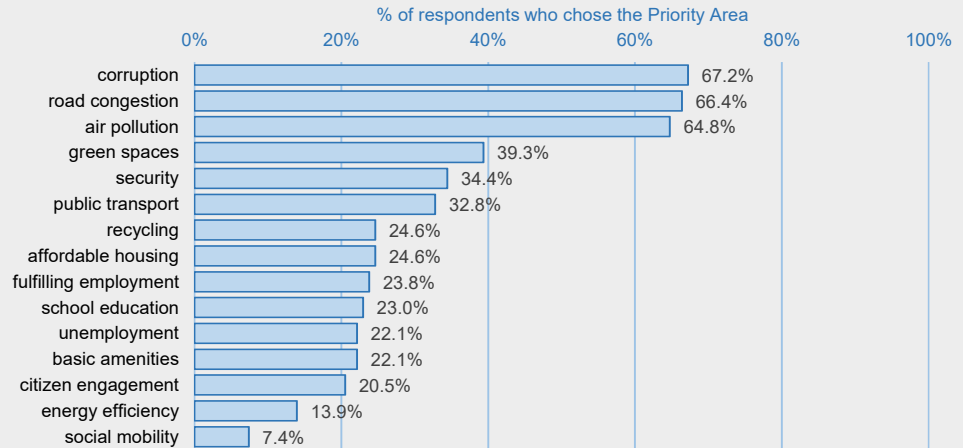
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LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

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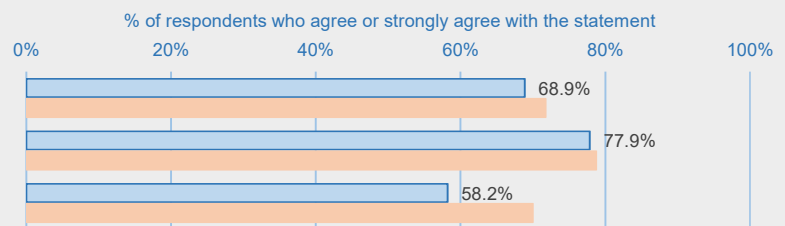
ATTITUDES

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LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

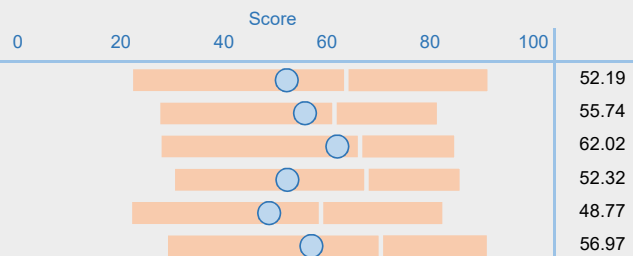
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



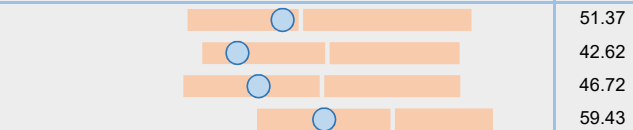
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

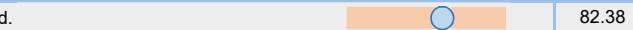
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Online scheduling and ticket sales make public transport easier to use.



Activities

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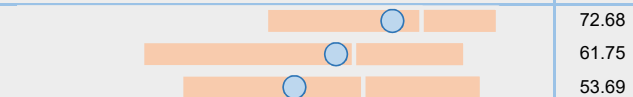


Opportunities (Work & School)

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IT skills are taught well in schools.

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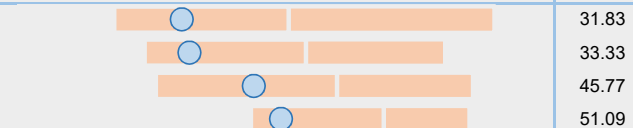
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Budapest

SMART CITY RANKING

83rd

Out of 102

GROUP

3

RATING

CC

From AAA to D

FACTOR RATINGS

CC

Structures

CC

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.834 | 0.835 | 0.838 |
| Life expectancy at Birth | 75.8 | 75.9 | 76.1 |
| Expected years of schooling | 15.2 | 15.1 | 15.1 |
| Mean years of schooling | 11.8 | 11.9 | 11.9 |
| GNI per capita (PPP \$) | 23,740 | 24,337 | 25,393 |

City

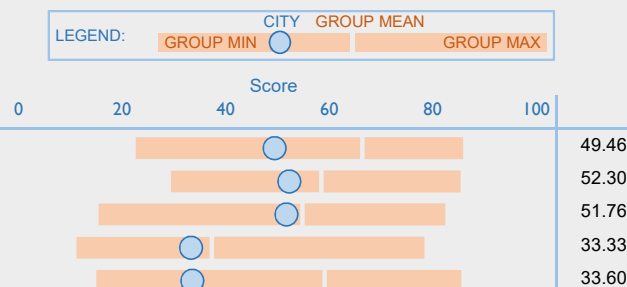
| | |
|-------------------------------------|-----------|
| Population (UN World Cities Report) | 1,714,000 |
|-------------------------------------|-----------|



STRUCTURES

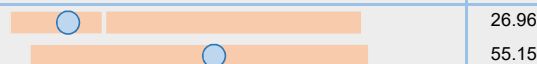
Health & Safety

- Basic sanitation meets the needs of the poorest areas.
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- Air pollution is not a problem.
- Medical services provision is satisfactory.



Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



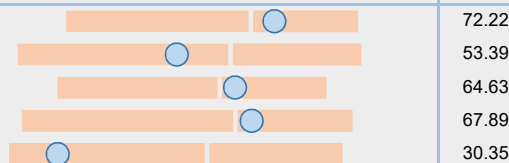
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



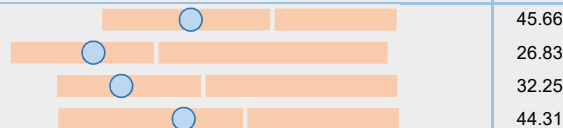
Opportunities (Work & School)

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- Businesses are creating new jobs.
- Minorities feel welcome.



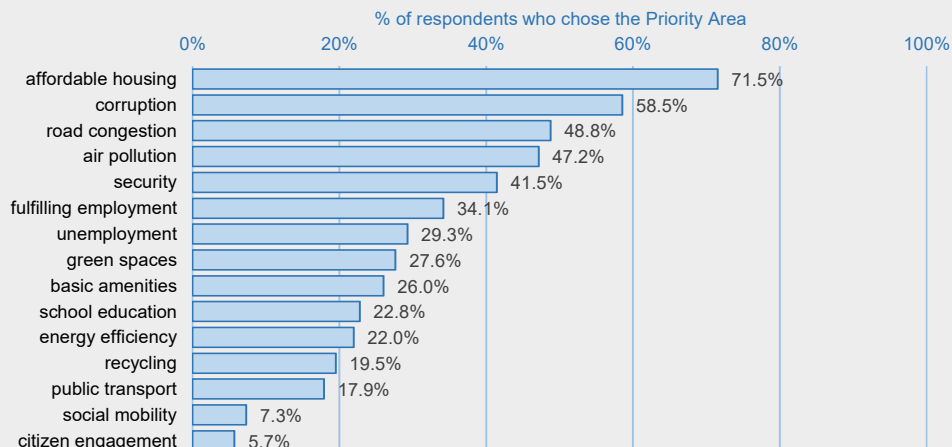
Governance

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PRIORITY AREAS

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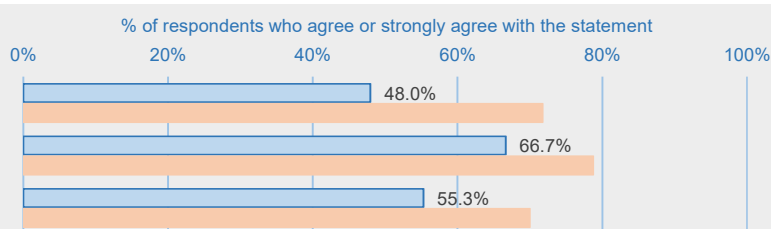
ATTITUDES

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LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

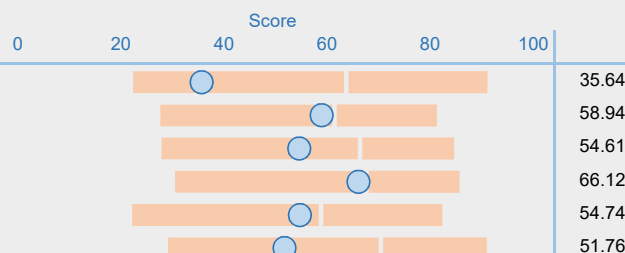
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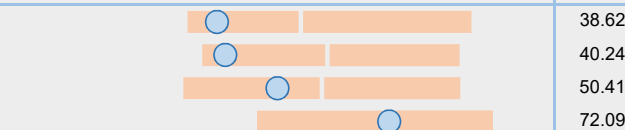
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

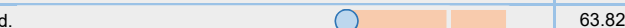
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Activities

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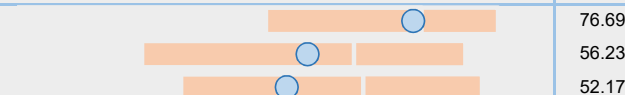


Opportunities (Work & School)

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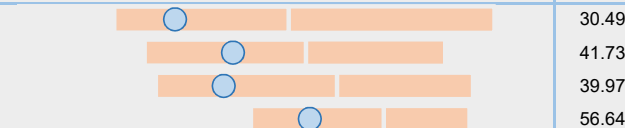
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Buenos Aires

SMART CITY RANKING

87th

Out of 102

GROUP

3

RATING

CC

From AAA to D

FACTOR RATINGS

CC

Structures

CC

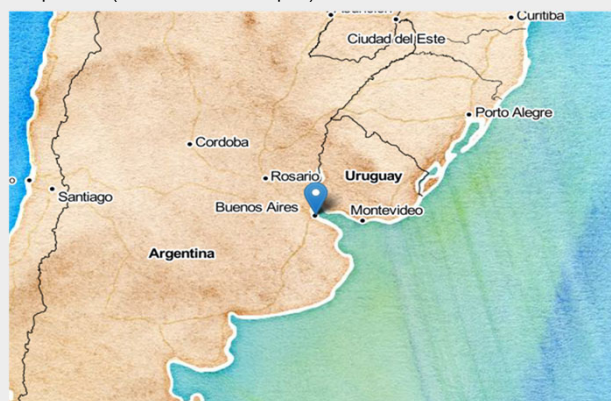
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.822 | 0.822 | 0.825 |
| Life expectancy at Birth | 76.4 | 76.6 | 76.7 |
| Expected years of schooling | 17.4 | 17.4 | 17.4 |
| Mean years of schooling | 9.8 | 9.9 | 9.9 |
| GNI per capita (PPP \$) | 18,437 | 17,857 | 18,461 |

City

Population (UN World Cities Report) 15,180,000

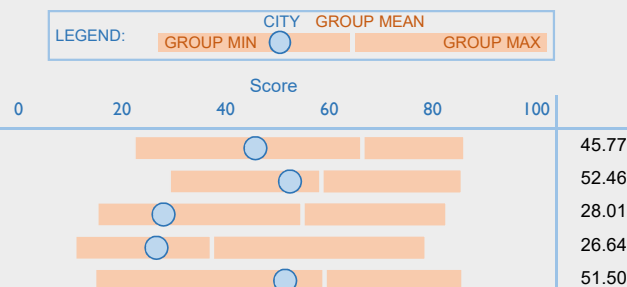


Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

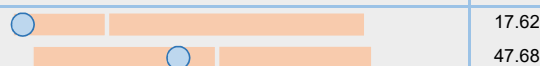
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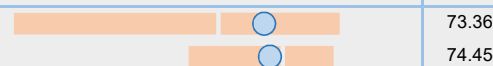
Mobility

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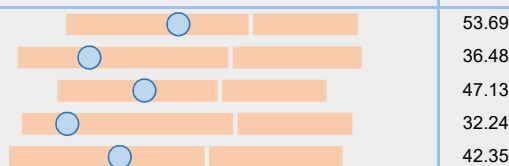
Activities

- Green spaces are satisfactory.
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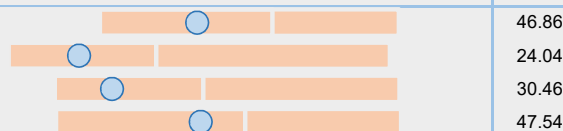
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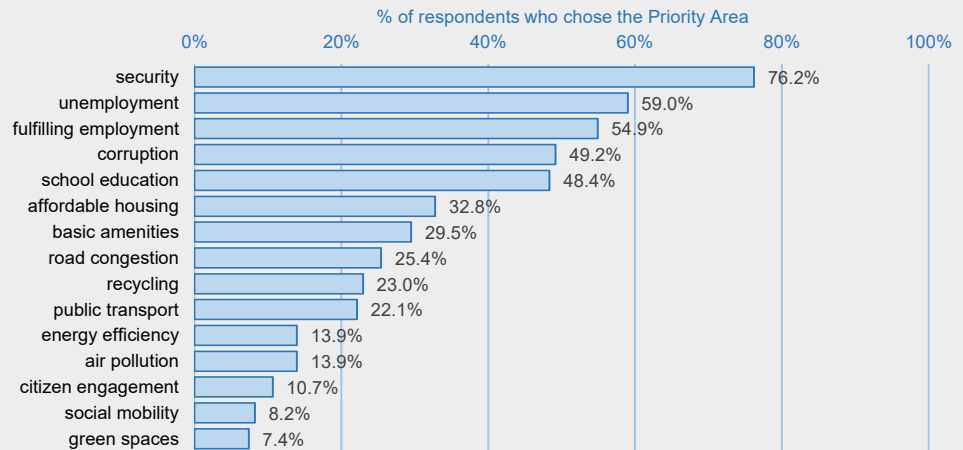
Governance

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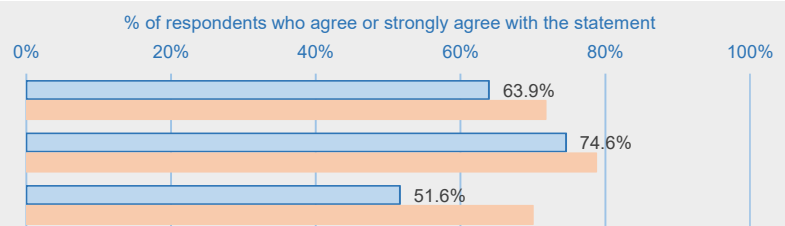
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LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

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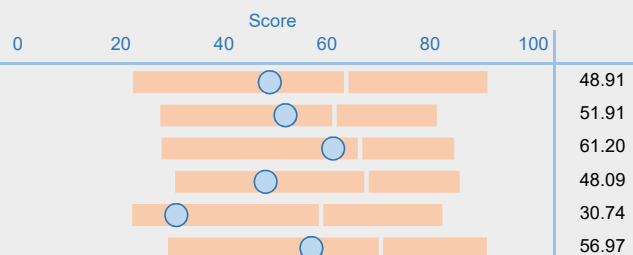
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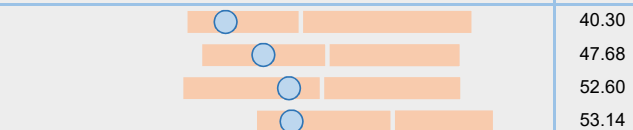
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

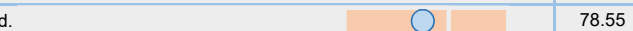
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

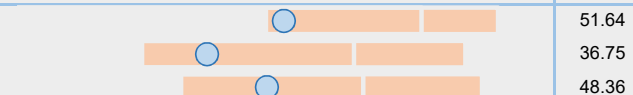


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



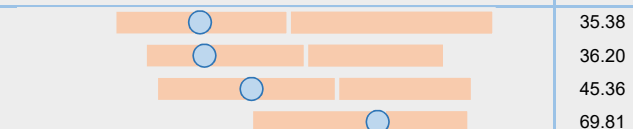
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Busan

SMART CITY
RANKING

50th

Out of 102

GROUP

2

RATING

B B

From AAA to D

FACTOR
RATINGS

B B

B B

Structures

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.898 | 0.900 | 0.903 |
| Life expectancy at Birth | 81.9 | 82.2 | 82.4 |
| Expected years of schooling | 16.5 | 16.5 | 16.5 |
| Mean years of schooling | 12.1 | 12.1 | 12.1 |
| GNI per capita (PPP \$) | 34,276 | 35,122 | 35,945 |

City

| | |
|-------------------------------------|-----------|
| Population (UN World Cities Report) | 3,216,000 |
|-------------------------------------|-----------|



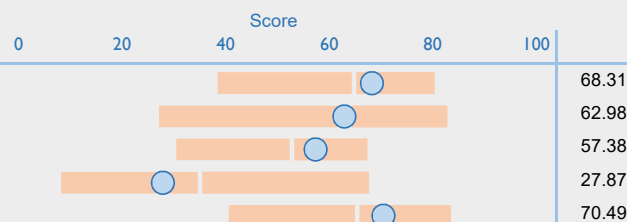
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

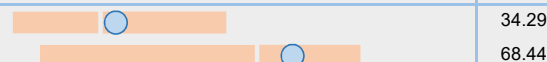
- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



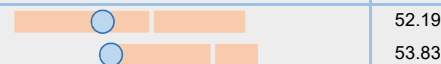
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



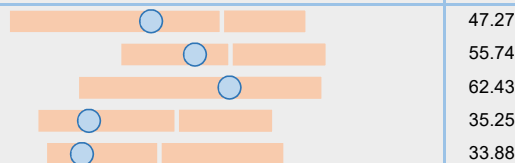
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



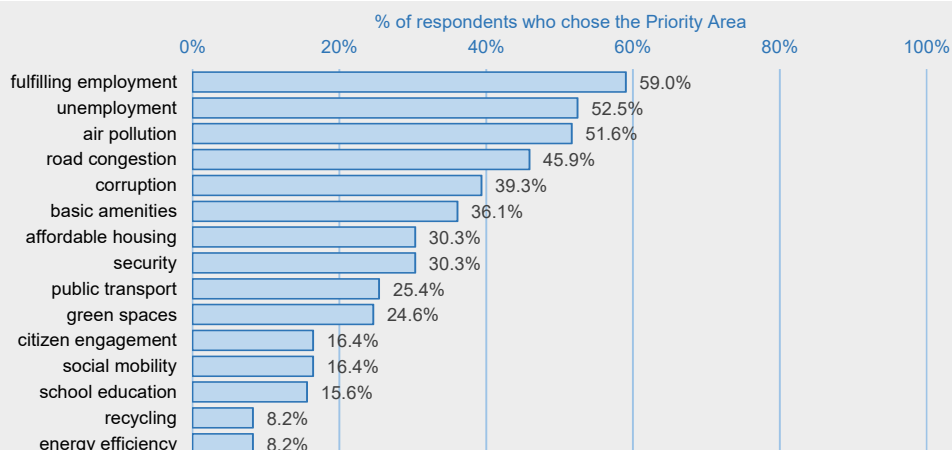
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



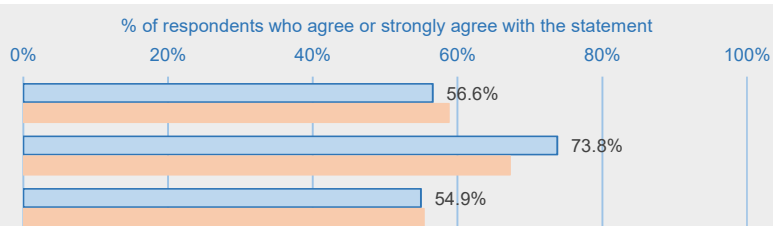
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

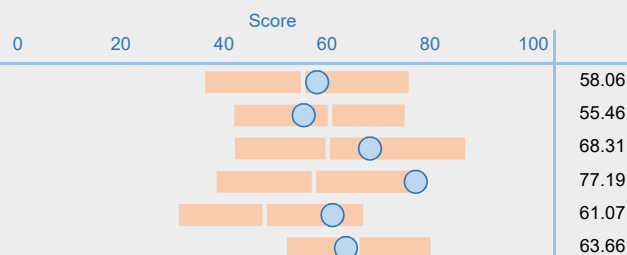
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

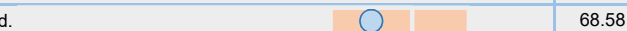
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Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

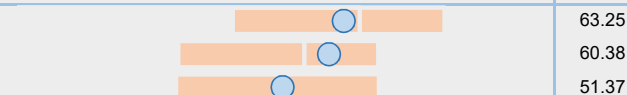


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



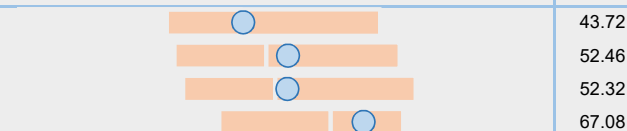
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Cairo

SMART CITY RANKING

99th

Out of 102

GROUP

4

RATING

D

From AAA to D

FACTOR RATINGS

D

Structures

D

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|-------|--------|--------|
| UN HDI | 0.691 | 0.694 | 0.696 |
| Life expectancy at Birth | 71.3 | 71.5 | 71.7 |
| Expected years of schooling | 13.1 | 13.1 | 13.1 |
| Mean years of schooling | 7.1 | 7.2 | 7.2 |
| GNI per capita (PPP \$) | 9,923 | 10,185 | 10,355 |

City

Population (UN World Cities Report) 18,772,000

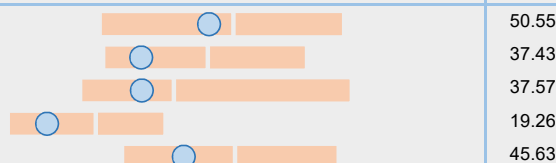
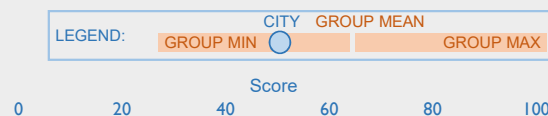


Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

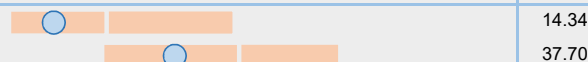
Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



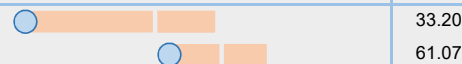
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



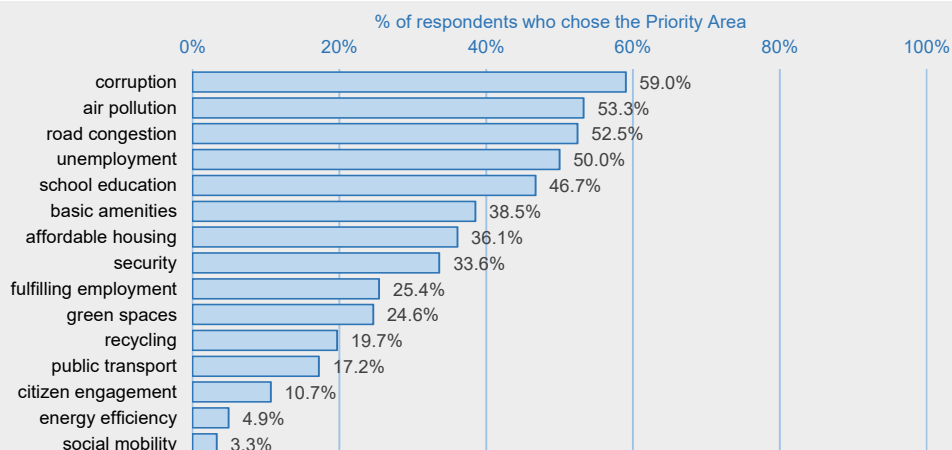
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



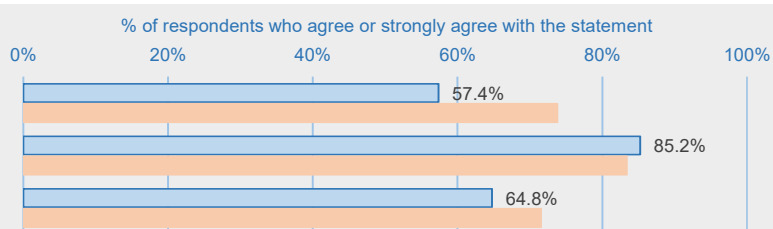
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

| Statement | Score | Value |
|--|-------|-------|
| Online reporting of city maintenance problems provides a speedy solution. | 41.67 | 41.67 |
| A website or App allows to give away unwanted items to other city residents. | 41.94 | 41.94 |
| Free public wifi has improved access to services. | 43.99 | 43.99 |
| CCTV cameras make residents feel safer. | 58.06 | 58.06 |
| A website or App allows effective monitoring of air pollution. | 37.30 | 37.30 |
| Arranging medical appointments online has improved access. | 60.25 | 60.25 |

Mobility

| | |
|---|-------|
| Car-sharing Apps have reduced congestion. | 53.69 |
| Apps that direct you to an available parking space have reduced journey time. | 59.02 |
| Bicycle hiring has reduced congestion. | 45.90 |
| Online scheduling and ticket sales make public transport easier to use. | 57.51 |

Activities

| | |
|---|-------|
| Online purchasing of tickets to shows and museums has made it easier to attend. | 65.98 |
|---|-------|

Opportunities (Work & School)

| | |
|--|-------|
| Online access to job listings has made it easier to find work. | 65.44 |
| IT skills are taught well in schools. | 40.16 |
| Online services provided by the city has made it easier to start a new business. | 51.23 |

Governance

| | |
|--|-------|
| Online public access to city finances has reduced corruption. | 40.16 |
| Online voting has increased participation. | 41.26 |
| An online platform where residents can propose ideas has improved city life. | 42.08 |
| Processing Identification Documents online has reduced waiting times. | 51.23 |

Cape Town

SMART CITY
RANKING

93rd

Out of 102

GROUP

4

RATING

C

From AAA to D

FACTOR
RATINGS

C

Structures

C

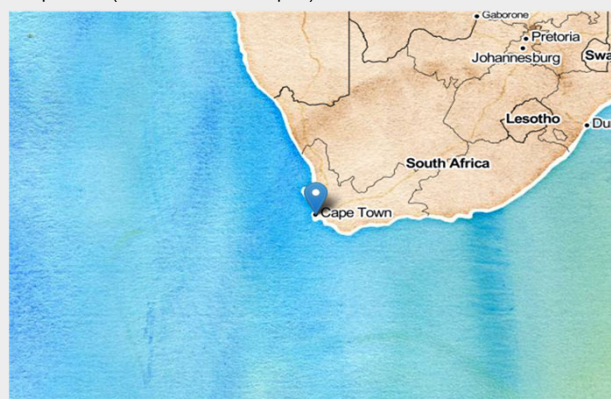
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.692 | 0.696 | 0.699 |
| Life expectancy at Birth | 62.0 | 62.8 | 63.4 |
| Expected years of schooling | 13.3 | 13.3 | 13.3 |
| Mean years of schooling | 10.1 | 10.1 | 10.1 |
| GNI per capita (PPP \$) | 12,073 | 11,948 | 11,923 |

City

| | |
|-------------------------------------|-----------|
| Population (UN World Cities Report) | 3,660,000 |
|-------------------------------------|-----------|

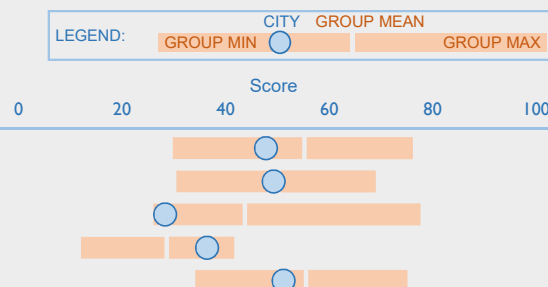


Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

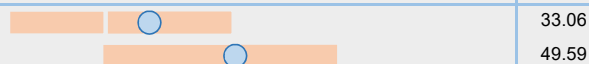
Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



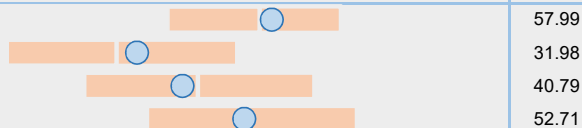
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



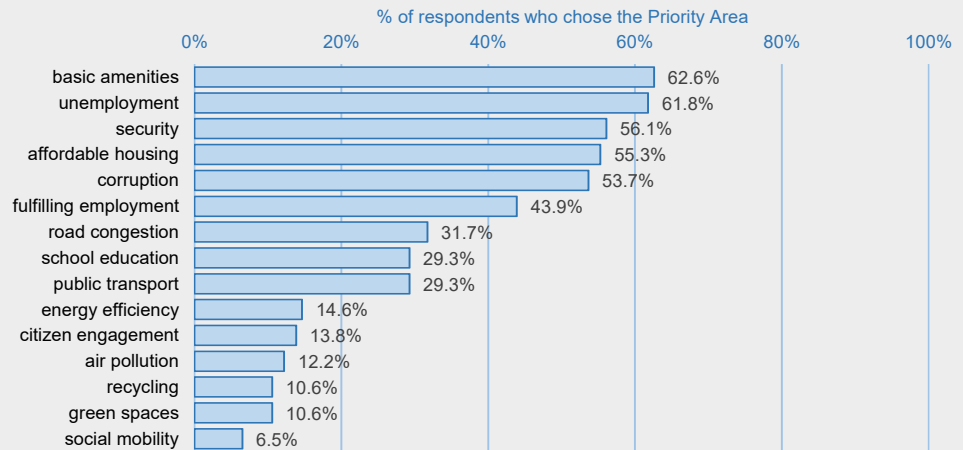
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



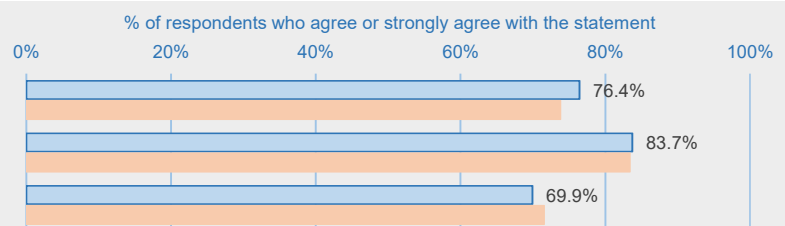
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

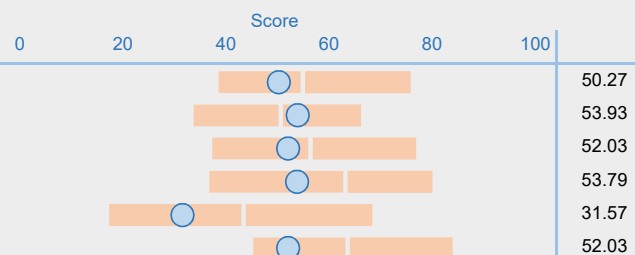
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



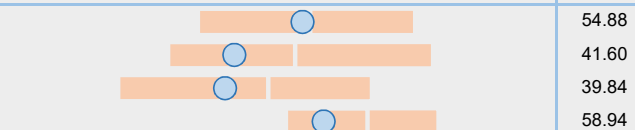
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

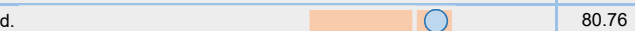
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

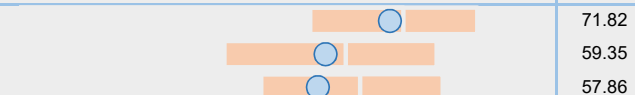


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



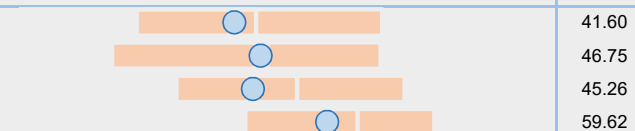
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Chengdu

SMART CITY RANKING

58th

Out of 102

GROUP

3

RATING

B

From AAA to D

FACTOR RATINGS

B

Structures

B B

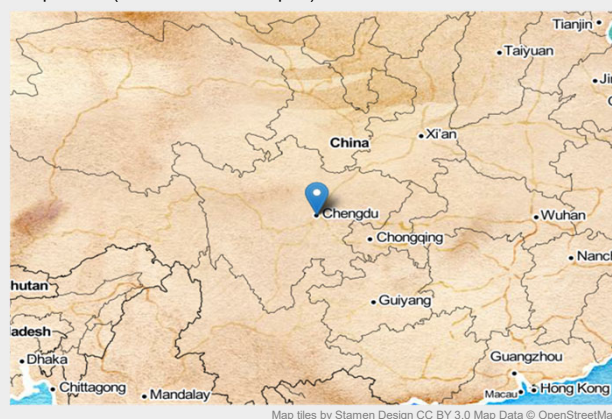
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.743 | 0.748 | 0.752 |
| Life expectancy at Birth | 76.1 | 76.3 | 76.4 |
| Expected years of schooling | 13.8 | 13.8 | 13.8 |
| Mean years of schooling | 7.7 | 7.8 | 7.8 |
| GNI per capita (PPP \$) | 13,519 | 14,354 | 15,270 |

City

| | |
|-------------------------------------|-----------|
| Population (UN World Cities Report) | 7,556,000 |
|-------------------------------------|-----------|



STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

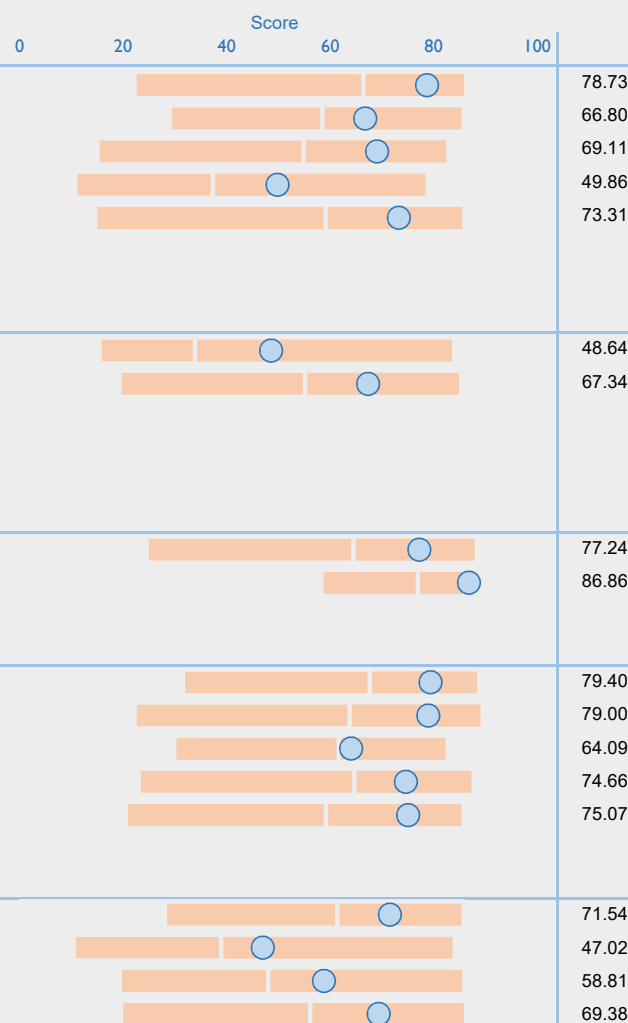
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

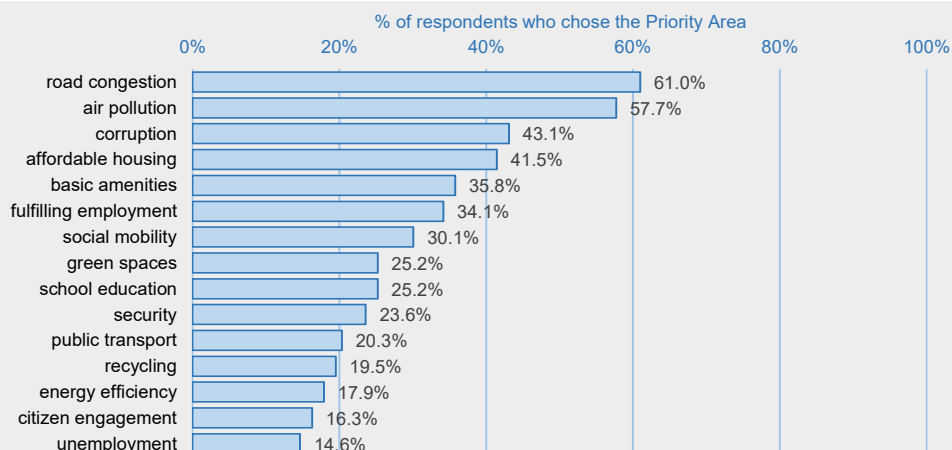
- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



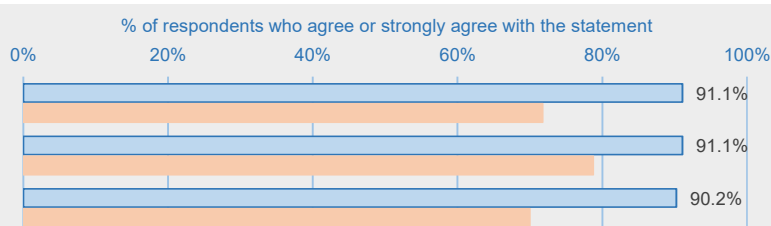
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

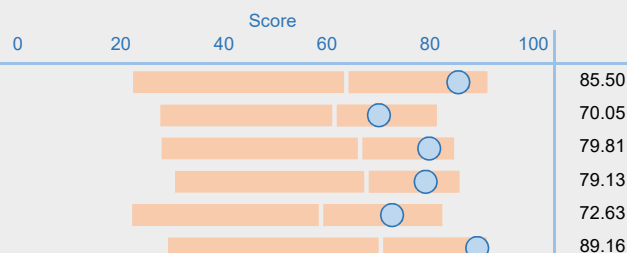
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



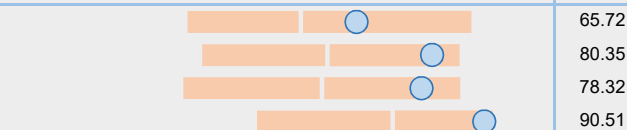
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

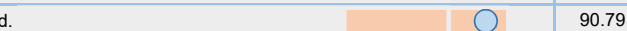
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

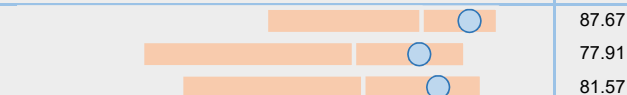


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Chicago

SMART CITY
RANKING

53rd

Out of 102

GROUP

1

RATING

B B

From AAA to D

FACTOR
RATINGS

B B

Structures

B B B

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.920 | 0.922 | 0.924 |
| Life expectancy at Birth | 79.2 | 79.4 | 79.5 |
| Expected years of schooling | 16.5 | 16.5 | 16.5 |
| Mean years of schooling | 13.3 | 13.4 | 13.4 |
| GNI per capita (PPP \$) | 53,741 | 54,104 | 54,941 |

City

| | |
|-------------------------------------|-----------|
| Population (UN World Cities Report) | 8,745,000 |
|-------------------------------------|-----------|



STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

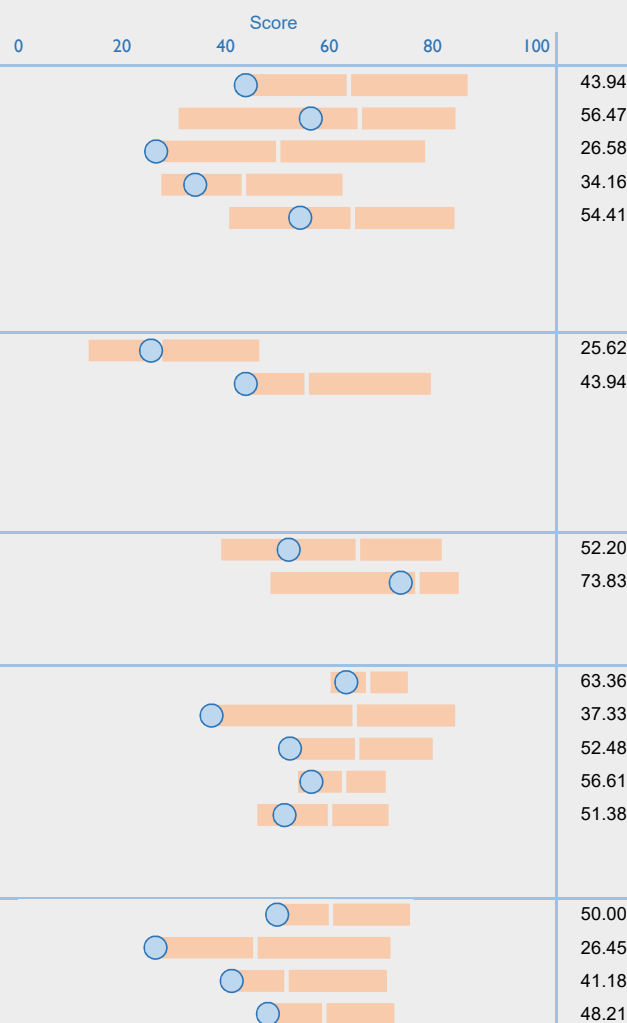
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

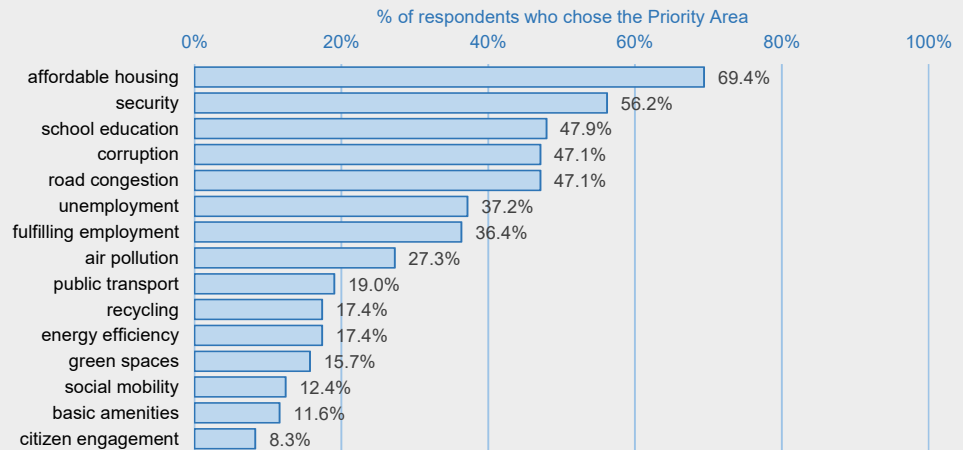
- Information on local government decisions are easily accessible.
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LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



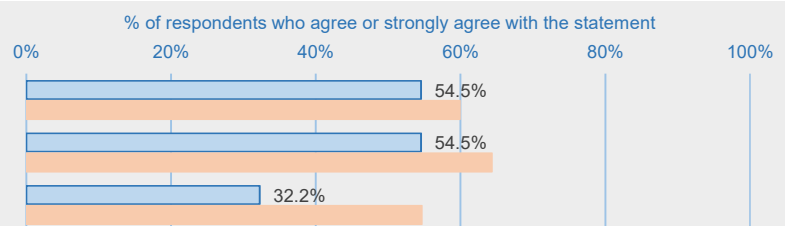
ATTITUDES

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You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

| Statement | Score | City Score |
|--|-------|------------|
| Online reporting of city maintenance problems provides a speedy solution. | 48.21 | 48 |
| A website or App allows to give away unwanted items to other city residents. | 54.96 | 55 |
| Free public wifi has improved access to services. | 59.09 | 60 |
| CCTV cameras make residents feel safer. | 47.38 | 48 |
| A website or App allows effective monitoring of air pollution. | 32.23 | 32 |
| Arranging medical appointments online has improved access. | 59.92 | 60 |

Mobility

| Statement | Score | City Score |
|---|-------|------------|
| Car-sharing Apps have reduced congestion. | 46.56 | 47 |
| Apps that direct you to an available parking space have reduced journey time. | 56.89 | 57 |
| Bicycle hiring has reduced congestion. | 49.86 | 50 |
| Online scheduling and ticket sales make public transport easier to use. | 66.25 | 67 |

Activities

| Statement | Score | City Score |
|---|-------|------------|
| Online purchasing of tickets to shows and museums has made it easier to attend. | 72.18 | 72 |

Opportunities (Work & School)

| Statement | Score | City Score |
|--|-------|------------|
| Online access to job listings has made it easier to find work. | 69.83 | 70 |
| IT skills are taught well in schools. | 47.25 | 48 |
| Online services provided by the city has made it easier to start a new business. | 46.56 | 47 |

Governance

| Statement | Score | City Score |
|--|-------|------------|
| Online public access to city finances has reduced corruption. | 31.13 | 31 |
| Online voting has increased participation. | 48.48 | 49 |
| An online platform where residents can propose ideas has improved city life. | 47.52 | 48 |
| Processing Identification Documents online has reduced waiting times. | 49.72 | 50 |

Chongqing

SMART CITY
RANKING

42nd

Out of 102

GROUP

3

RATING

B B

From AAA to D

FACTOR
RATINGS

B B

Structures

B B

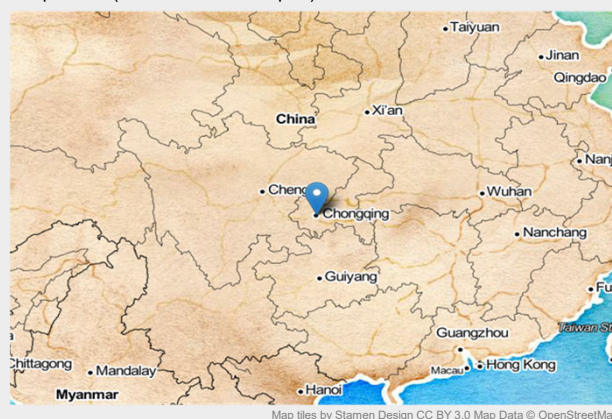
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.743 | 0.748 | 0.752 |
| Life expectancy at Birth | 76.1 | 76.3 | 76.4 |
| Expected years of schooling | 13.8 | 13.8 | 13.8 |
| Mean years of schooling | 7.7 | 7.8 | 7.8 |
| GNI per capita (PPP \$) | 13,519 | 14,354 | 15,270 |

City

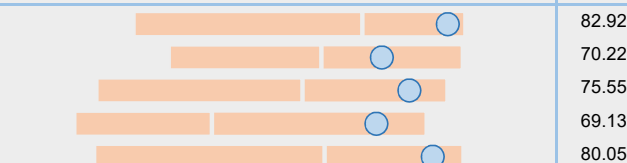
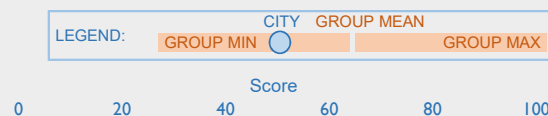
Population (UN World Cities Report) 13,332,000



STRUCTURES

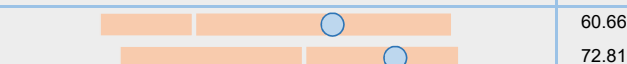
Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



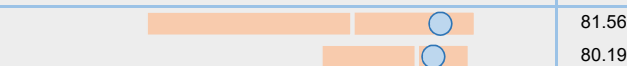
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



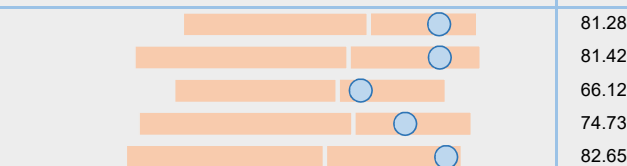
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



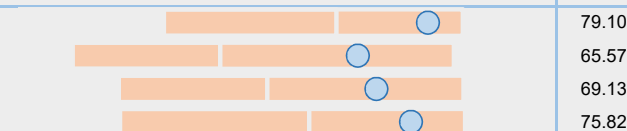
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



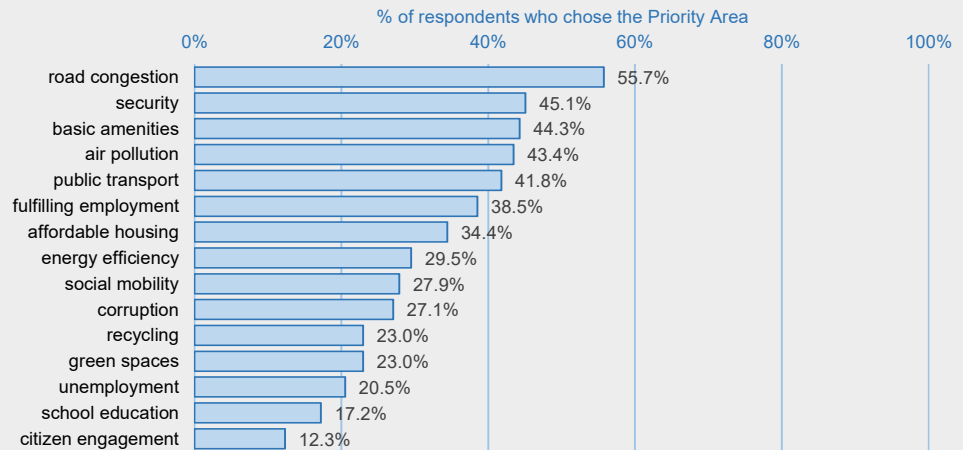
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



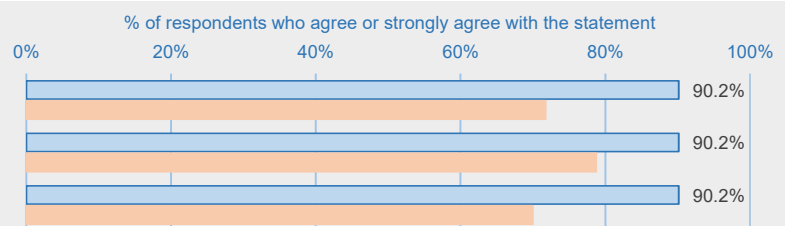
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

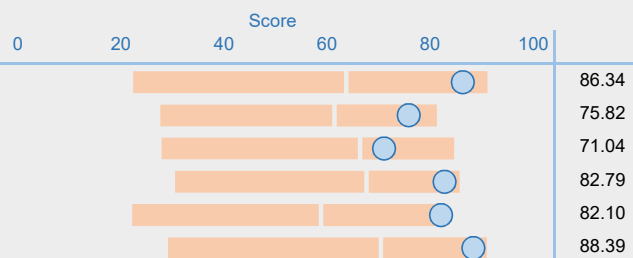
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



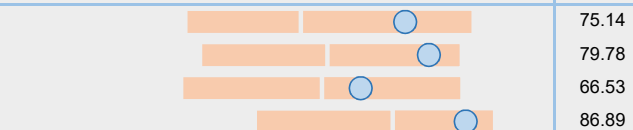
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

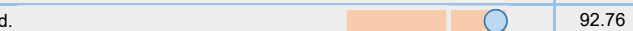
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

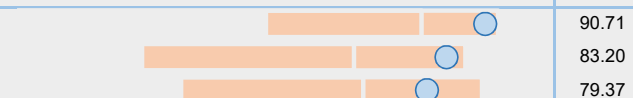


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



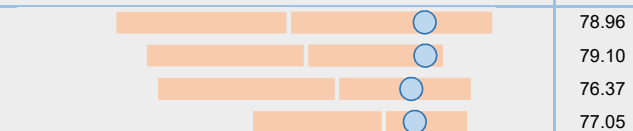
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Copenhagen

SMART CITY RANKING

5th

Out of 102

GROUP

1

RATING

AA

From AAA to D

FACTOR RATINGS

AA

Structures

A

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.926 | 0.928 | 0.929 |
| Life expectancy at Birth | 80.6 | 80.7 | 80.9 |
| Expected years of schooling | 19.2 | 19.1 | 19.1 |
| Mean years of schooling | 12.5 | 12.6 | 12.6 |
| GNI per capita (PPP \$) | 47,000 | 47,209 | 47,918 |

City

Population (UN World Cities Report) 1,268,000



STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

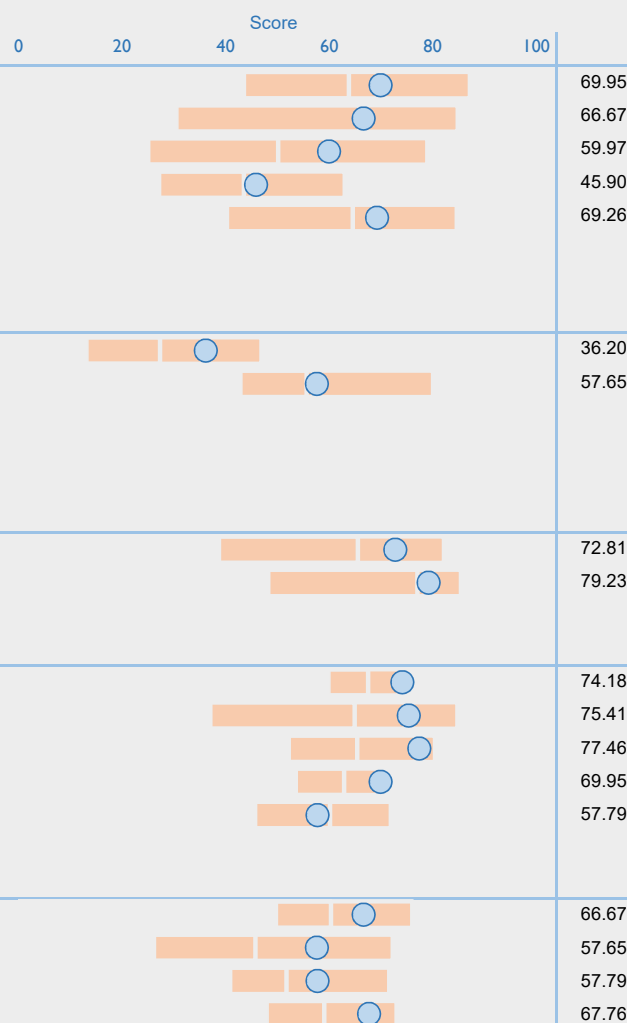
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

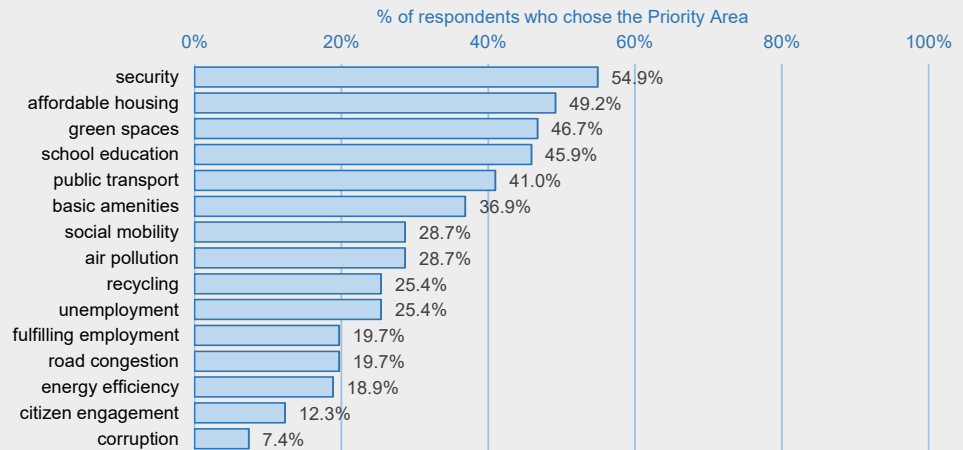
- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



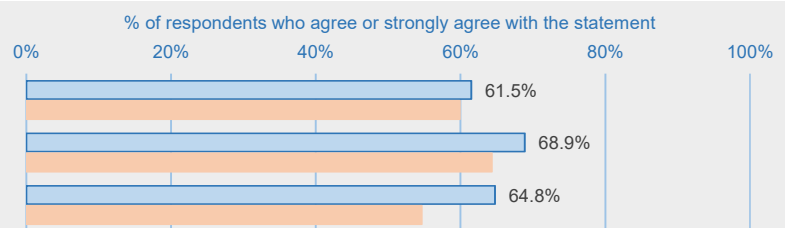
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

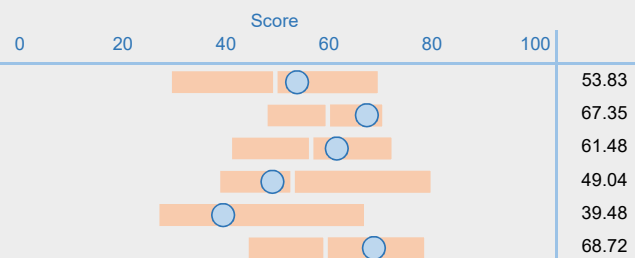
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



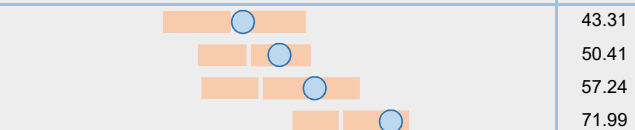
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

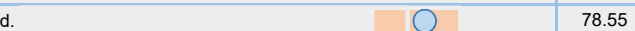
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

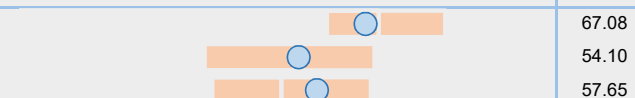


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



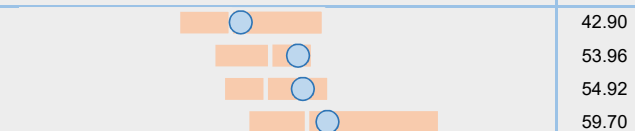
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Denver

SMART CITY
RANKING

33rd

Out of 102

GROUP

1

RATING

B B B

From AAA to D

FACTOR
RATINGS

A

Structures

B B B

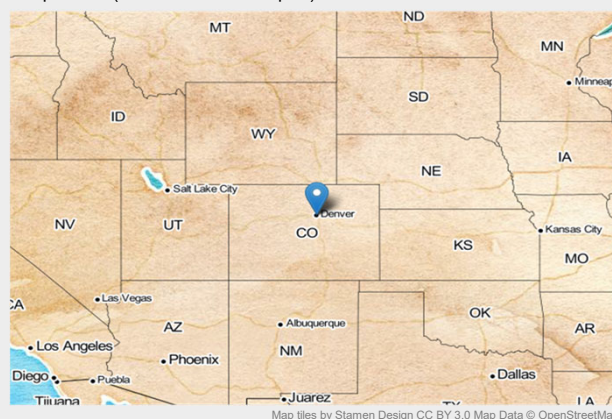
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.920 | 0.922 | 0.924 |
| Life expectancy at Birth | 79.2 | 79.4 | 79.5 |
| Expected years of schooling | 16.5 | 16.5 | 16.5 |
| Mean years of schooling | 13.3 | 13.4 | 13.4 |
| GNI per capita (PPP \$) | 53,741 | 54,104 | 54,941 |

City

Population (UN World Cities Report) 2,599,000

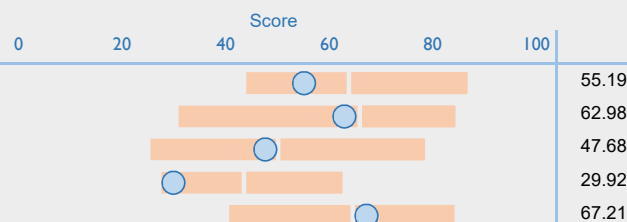


STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



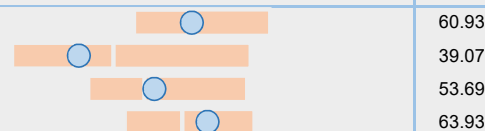
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



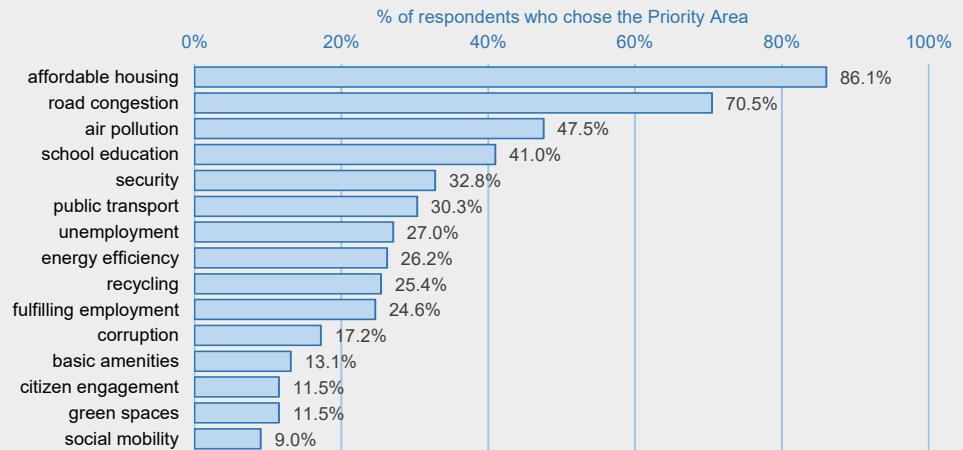
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

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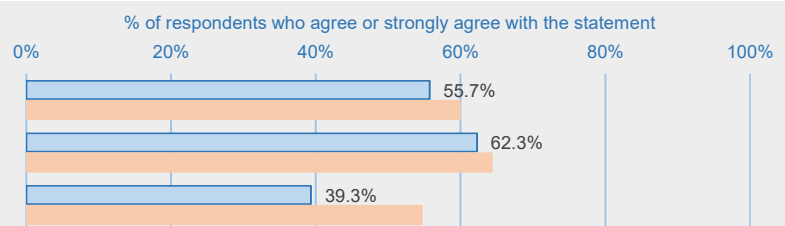
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

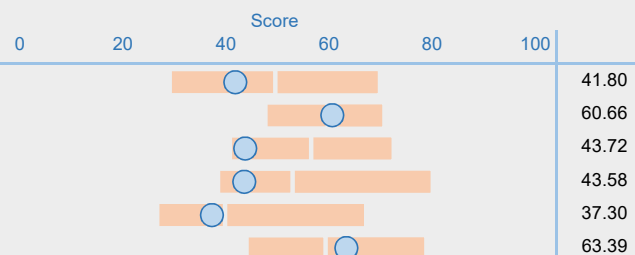
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

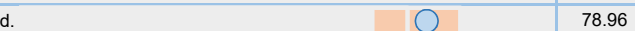
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

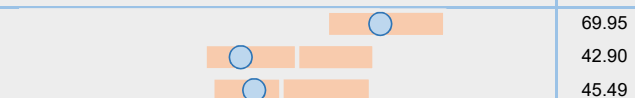


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



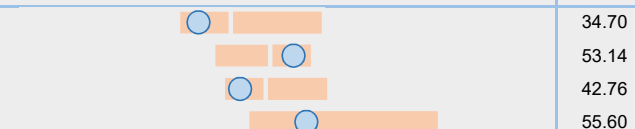
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Dubai

SMART CITY RANKING

45th

Out of 102

GROUP

3

RATING

B B

From AAA to D

FACTOR RATINGS

B B

B

Structures

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.860 | 0.862 | 0.863 |
| Life expectancy at Birth | 77.1 | 77.3 | 77.4 |
| Expected years of schooling | 13.8 | 13.6 | 13.6 |
| Mean years of schooling | 10.6 | 10.8 | 10.8 |
| GNI per capita (PPP \$) | 66,923 | 68,121 | 67,805 |

City

Population (UN World Cities Report) 2,415,000



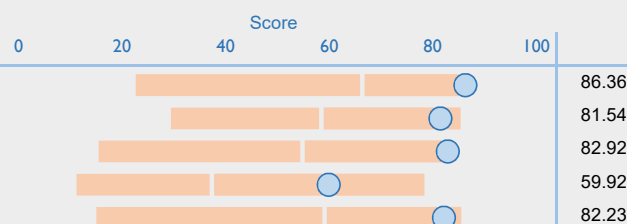
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

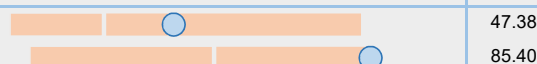
- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



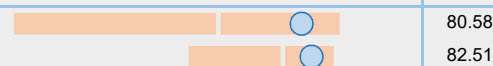
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



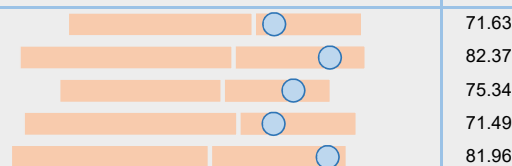
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



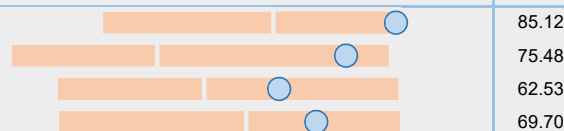
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



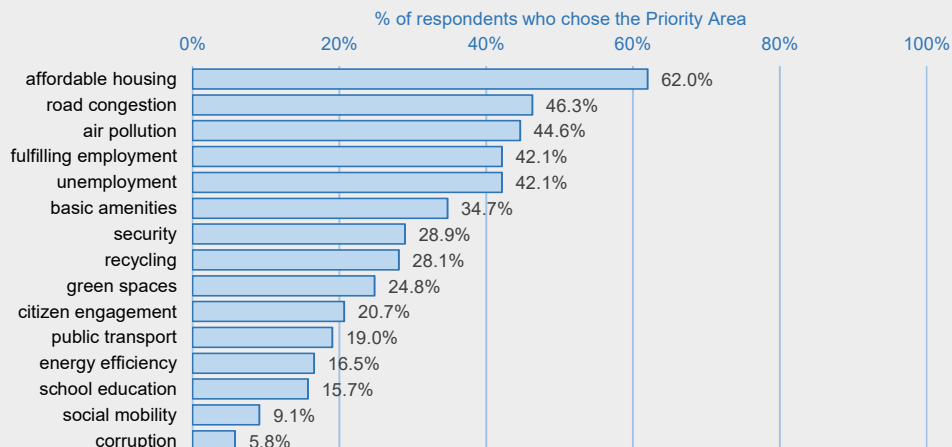
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

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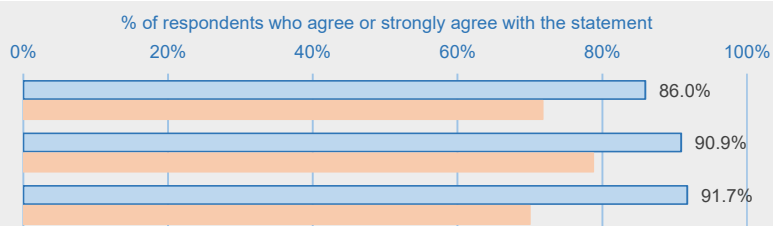
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

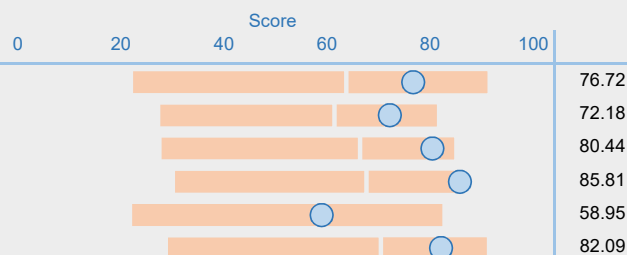
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

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Arranging medical appointments online has improved access.



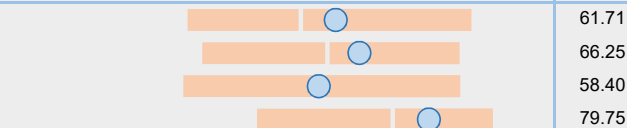
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

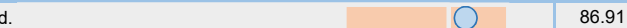
Bicycle hiring has reduced congestion.

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Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

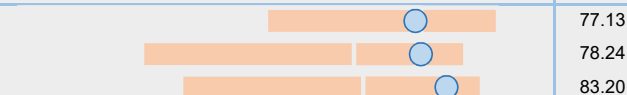


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Dublin

SMART CITY
RANKING

30th

Out of 102

GROUP

1

RATING

B B B

From AAA to D

FACTOR
RATINGS

B B B

Structures

B B B

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.929 | 0.934 | 0.938 |
| Life expectancy at Birth | 81.3 | 81.5 | 81.6 |
| Expected years of schooling | 19.6 | 19.6 | 19.6 |
| Mean years of schooling | 12.3 | 12.5 | 12.5 |
| GNI per capita (PPP \$) | 48,551 | 50,475 | 53,754 |

City

| | |
|-------------------------------------|-----------|
| Population (UN World Cities Report) | 1,169,000 |
|-------------------------------------|-----------|



Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

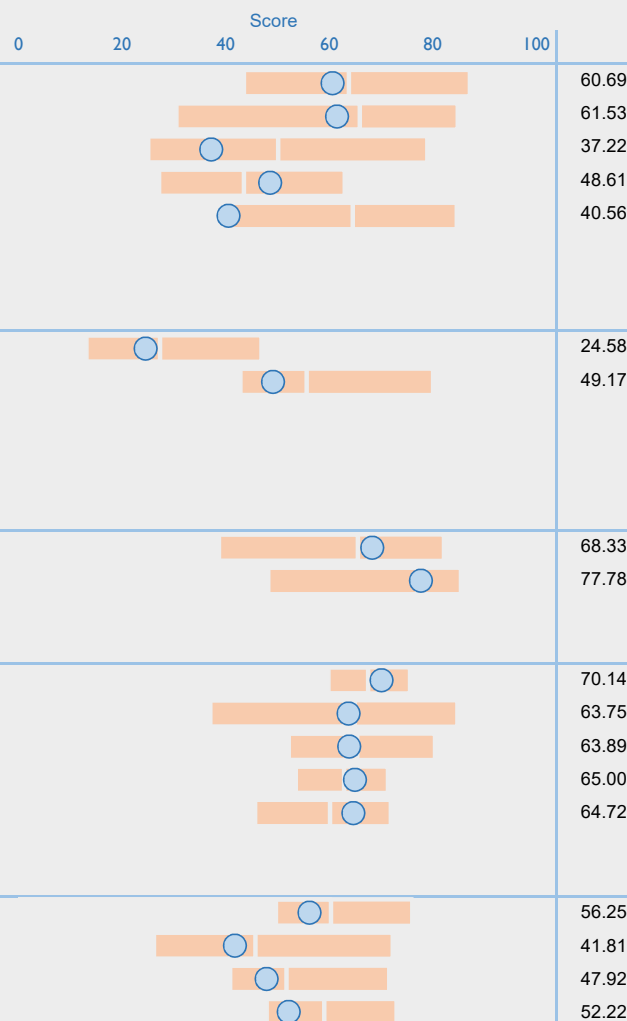
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

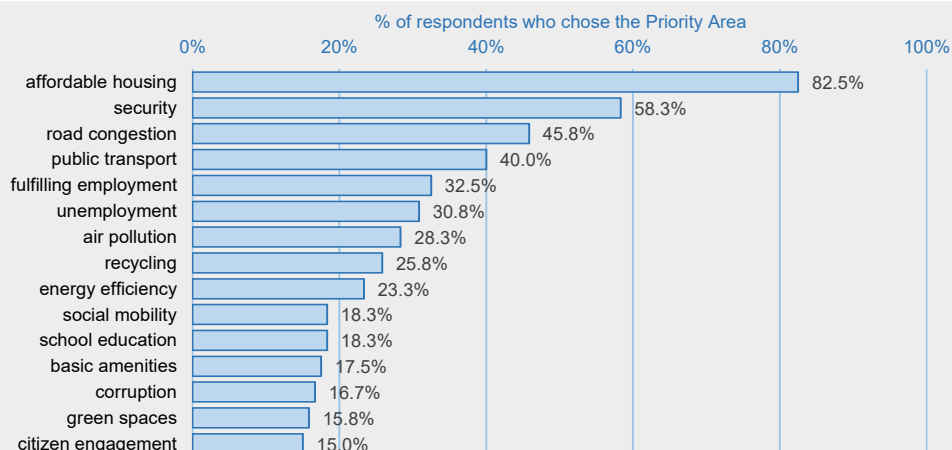
- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



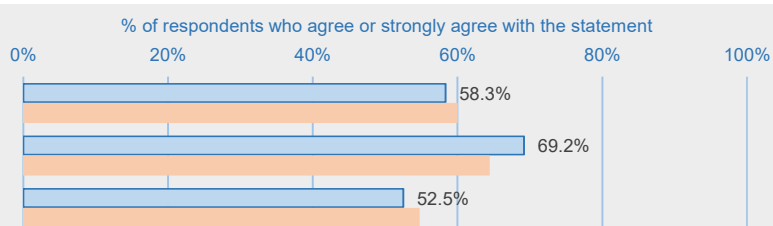
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

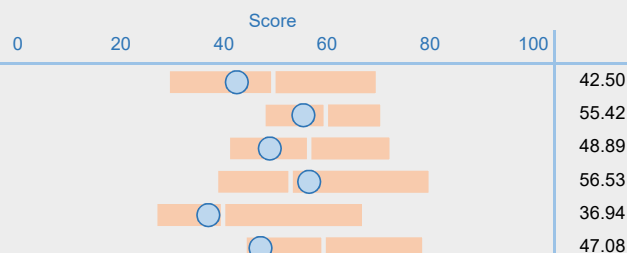
A website or App allows to give away unwanted items to other city residents.

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Arranging medical appointments online has improved access.



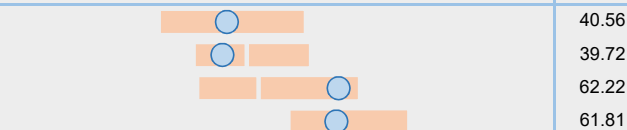
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

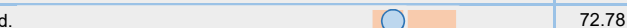
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

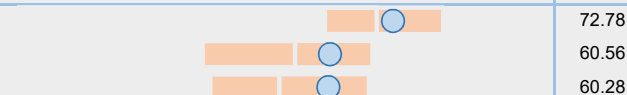


Opportunities (Work & School)

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IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



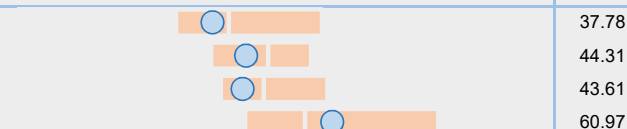
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Dusseldorf

SMART CITY RANKING

10th

Out of 102

GROUP

1

RATING

A

From AAA to D

FACTOR RATINGS

AA

Structures

A

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.933 | 0.934 | 0.936 |
| Life expectancy at Birth | 80.8 | 81.0 | 81.2 |
| Expected years of schooling | 17.0 | 17.0 | 17.0 |
| Mean years of schooling | 14.1 | 14.1 | 14.1 |
| GNI per capita (PPP \$) | 44,766 | 45,203 | 46,136 |

City

| | |
|-----------------------|---------|
| Population (Eurostat) | 617,000 |
|-----------------------|---------|



STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

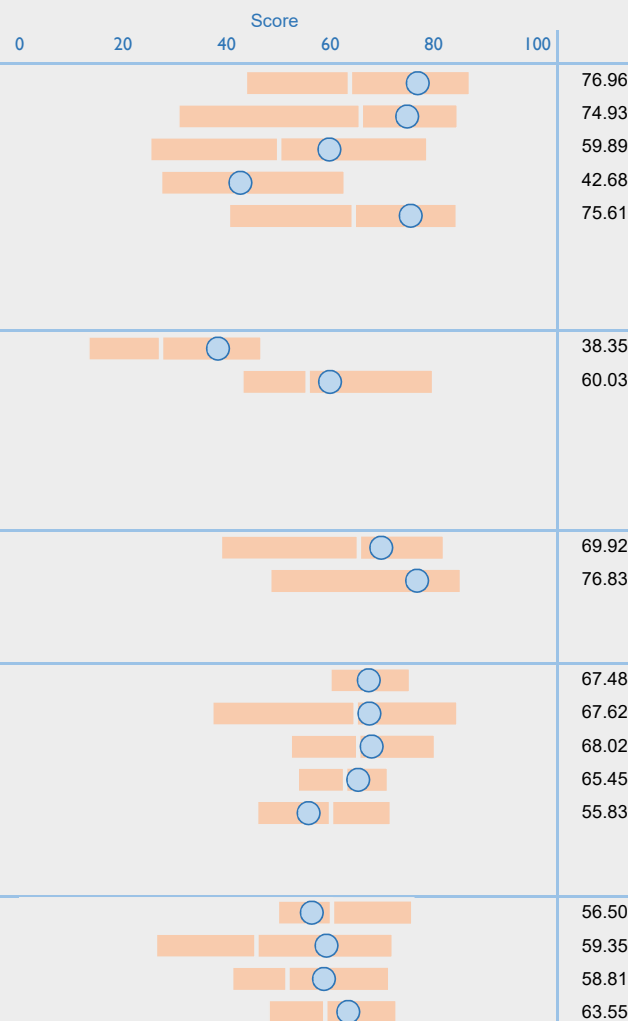
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

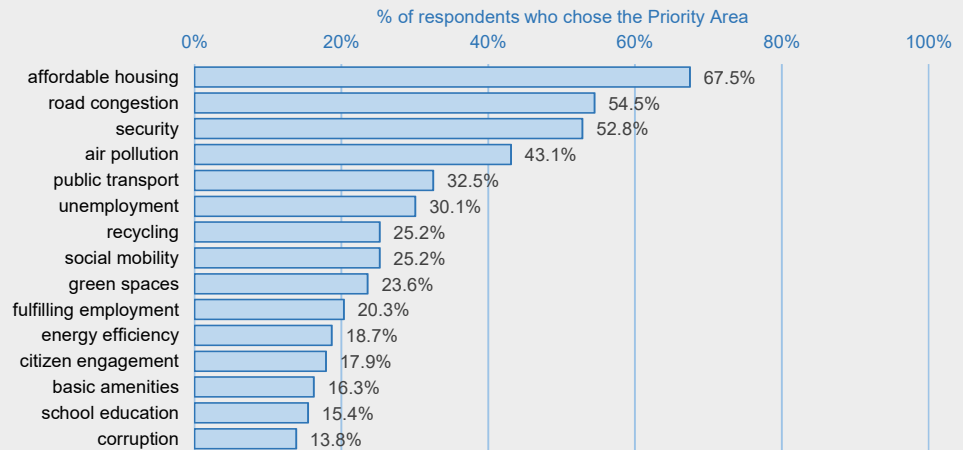
- Information on local government decisions are easily accessible.
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- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



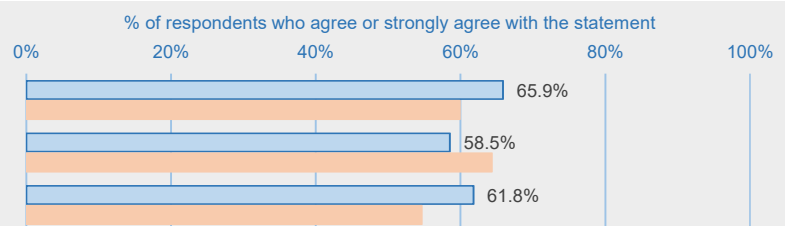
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

A website or App allows to give away unwanted items to other city residents.

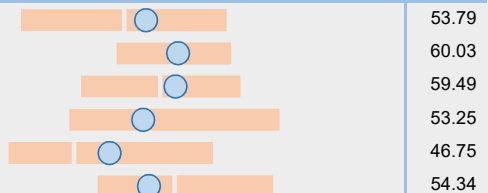
Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.

Score



Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

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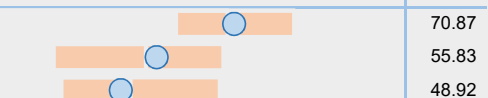


Opportunities (Work & School)

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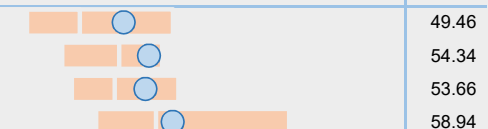
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Geneva

SMART CITY
RANKING

4th

Out of 102

GROUP

1

RATING

AA

From AAA to D

FACTOR
RATINGS

AA

Structures

A

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.942 | 0.943 | 0.944 |
| Life expectancy at Birth | 83.1 | 83.3 | 83.5 |
| Expected years of schooling | 16.2 | 16.2 | 16.2 |
| Mean years of schooling | 13.4 | 13.4 | 13.4 |
| GNI per capita (PPP \$) | 58,280 | 57,636 | 57,625 |

City

| | |
|-----------------------|---------|
| Population (Eurostat) | 371,000 |
|-----------------------|---------|



STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

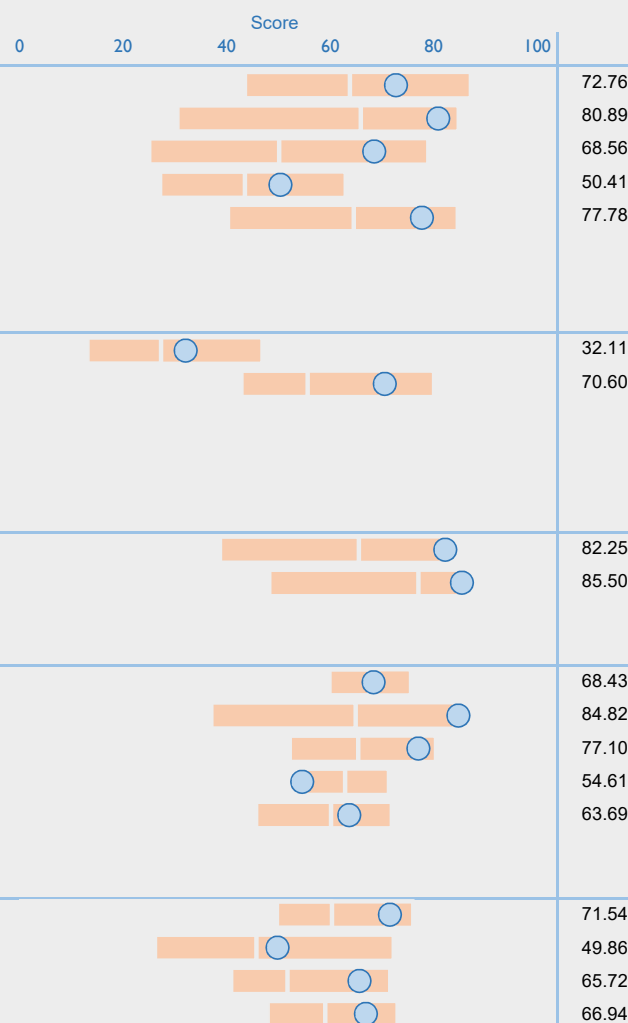
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

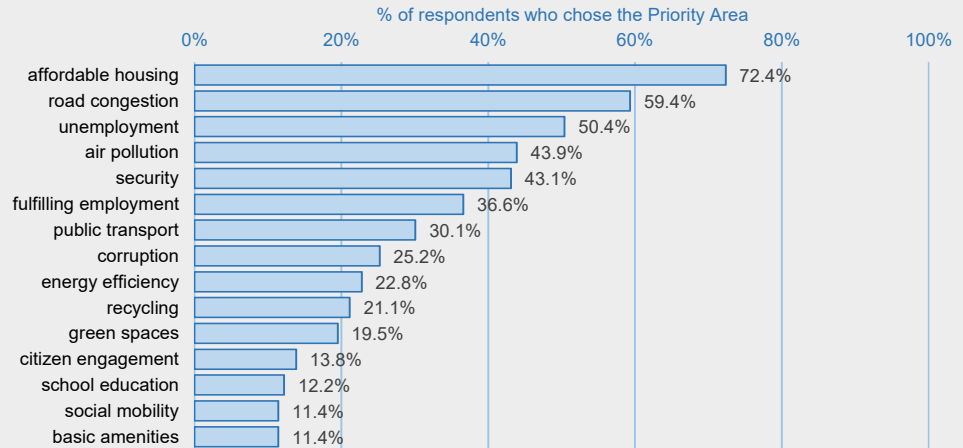
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- Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



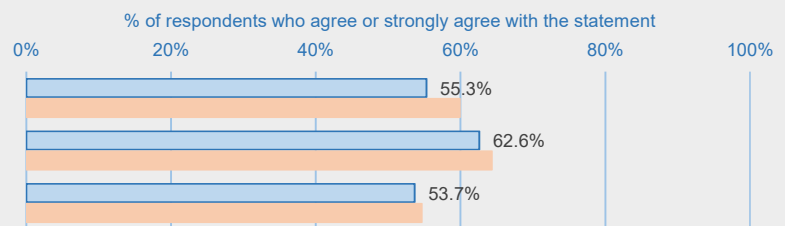
ATTITUDES

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You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

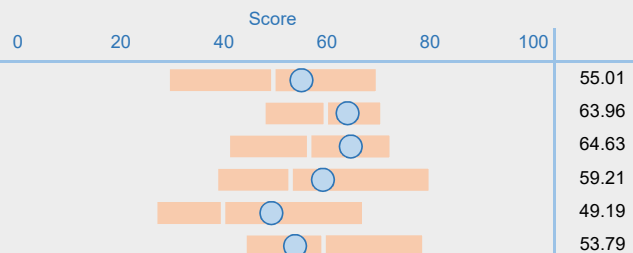
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



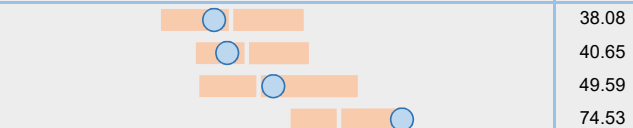
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

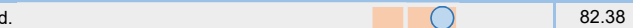
Bicycle hiring has reduced congestion.

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Activities

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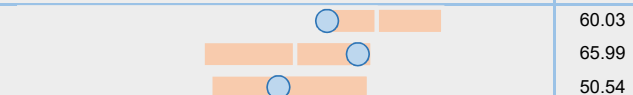


Opportunities (Work & School)

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IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



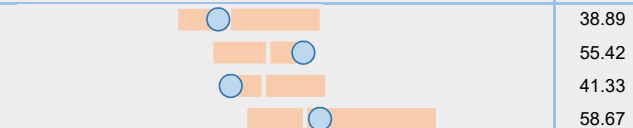
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Gothenburg

SMART CITY
RANKING

28th

Out of 102

GROUP

1

RATING

B B B

From AAA to D

FACTOR
RATINGS

B B B

Structures

B B B

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.929 | 0.932 | 0.933 |
| Life expectancy at Birth | 82.3 | 82.5 | 82.6 |
| Expected years of schooling | 17.6 | 17.6 | 17.6 |
| Mean years of schooling | 12.4 | 12.4 | 12.4 |
| GNI per capita (PPP \$) | 46,380 | 47,378 | 47,766 |

City

Population (UN World Cities Report) 557,000



STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
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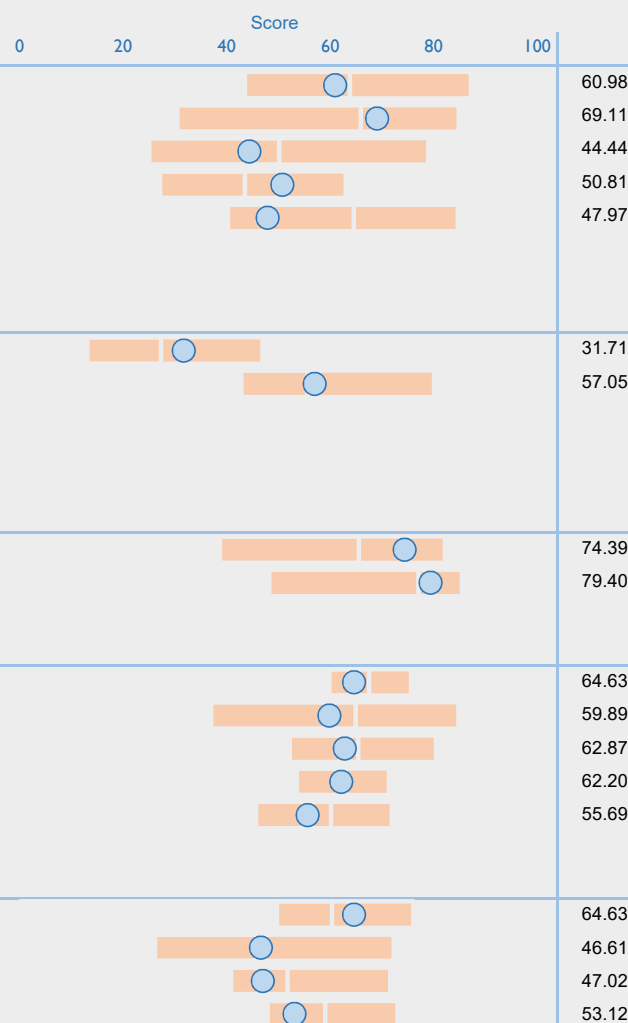
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

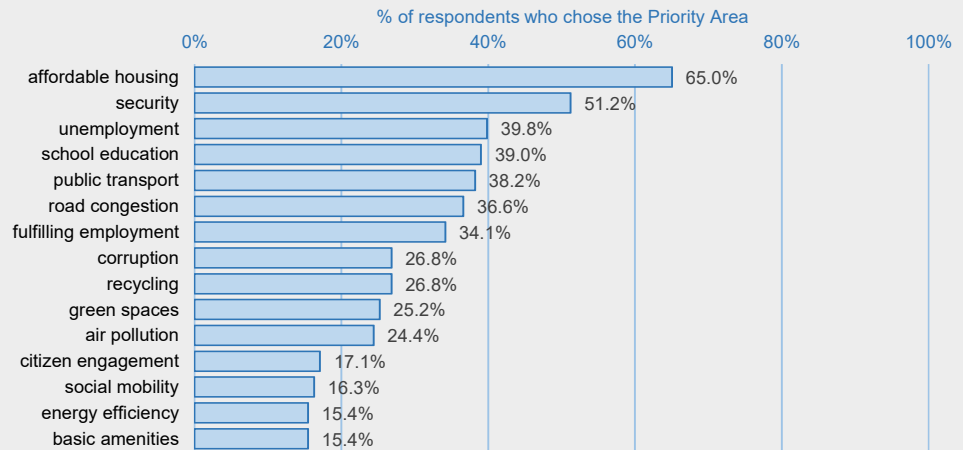
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- Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

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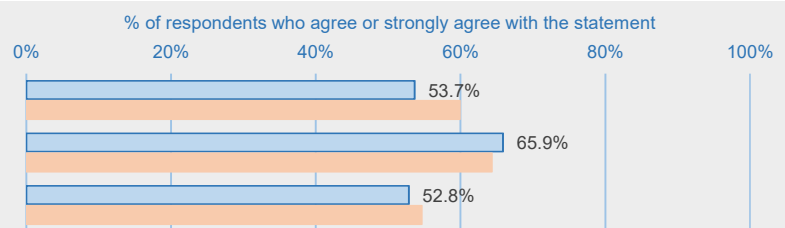
ATTITUDES

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LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.

Score

0 20 40 60 80 100

49.05

57.18

58.67

43.36

33.74

54.34

Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.

33.74

43.90

49.05

72.22

Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

75.61

Opportunities (Work & School)

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IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.

63.96

53.52

46.21

Governance

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Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.

36.86

44.17

52.17

45.53

Guangzhou

SMART CITY RANKING

57th

Out of 102

GROUP

3

RATING

B

From AAA to D

FACTOR RATINGS

B

Structures

B B

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.743 | 0.748 | 0.752 |
| Life expectancy at Birth | 76.1 | 76.3 | 76.4 |
| Expected years of schooling | 13.8 | 13.8 | 13.8 |
| Mean years of schooling | 7.7 | 7.8 | 7.8 |
| GNI per capita (PPP \$) | 13,519 | 14,354 | 15,270 |

City

Population (UN World Cities Report) 12,458,000



Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
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Mobility

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Activities

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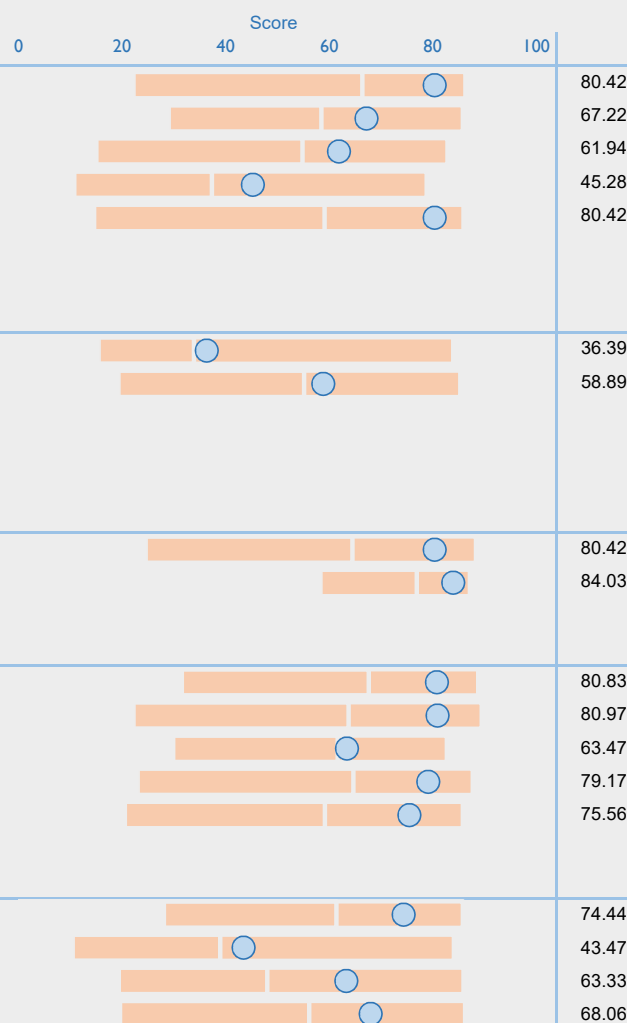
Opportunities (Work & School)

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- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

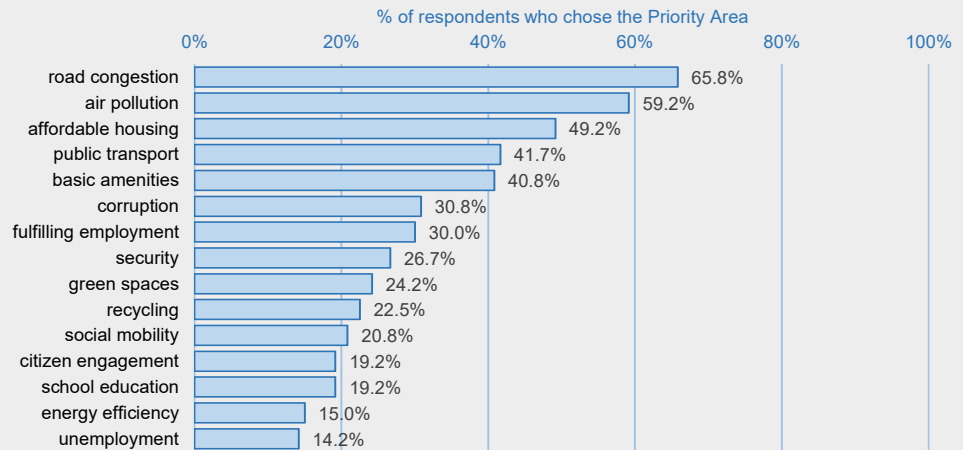
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LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

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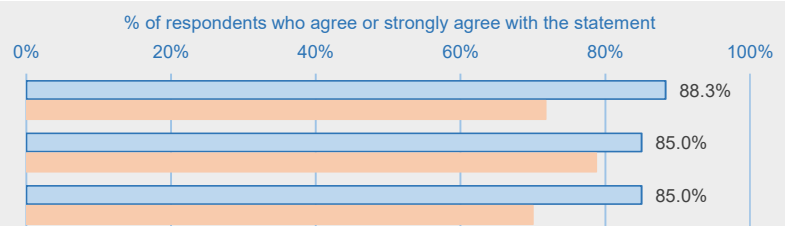
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LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

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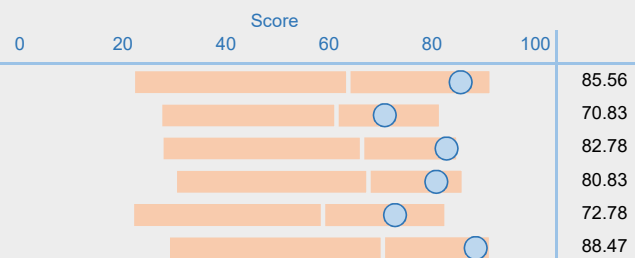
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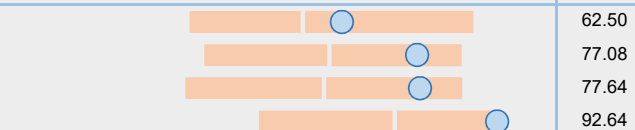
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

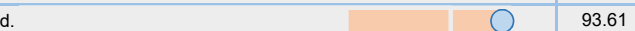
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Activities

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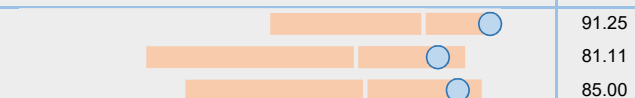


Opportunities (Work & School)

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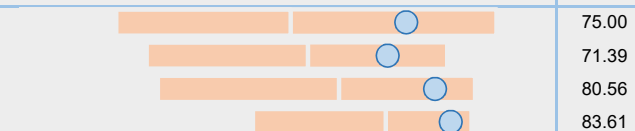
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Hangzhou

SMART CITY RANKING

44th

Out of 102

GROUP

3

RATING

B B

From AAA to D

FACTOR RATINGS

B

Structures

B B

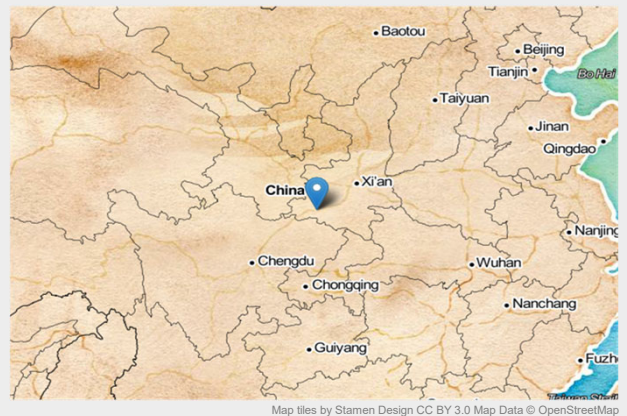
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.743 | 0.748 | 0.752 |
| Life expectancy at Birth | 76.1 | 76.3 | 76.4 |
| Expected years of schooling | 13.8 | 13.8 | 13.8 |
| Mean years of schooling | 7.7 | 7.8 | 7.8 |
| GNI per capita (PPP \$) | 13,519 | 14,354 | 15,270 |

City

Population (UN World Cities Report) 6,391,000



STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
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Mobility

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Activities

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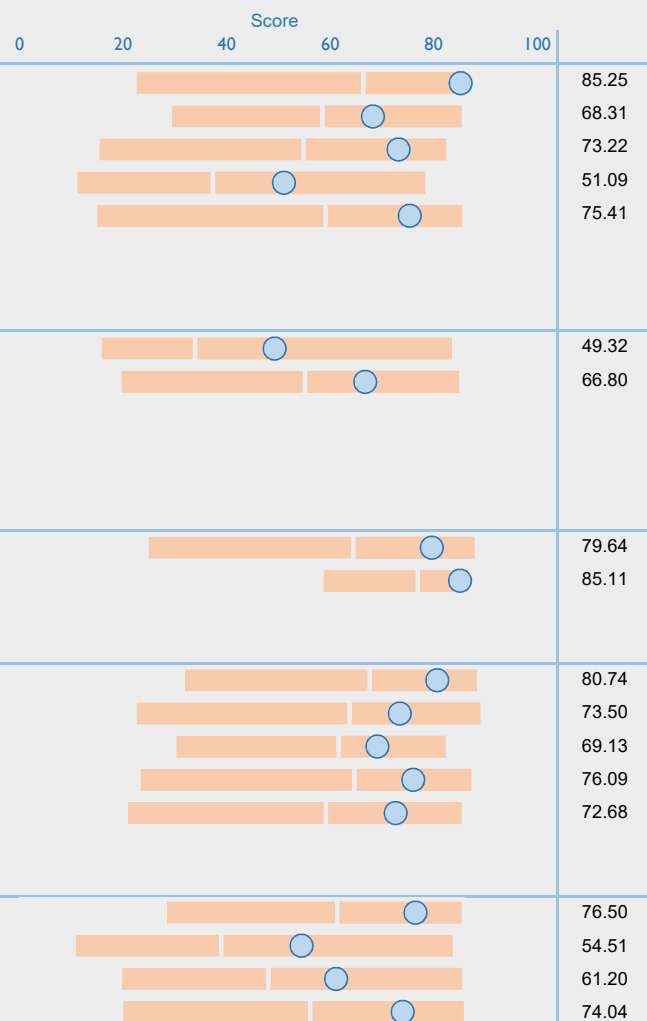
Opportunities (Work & School)

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Governance

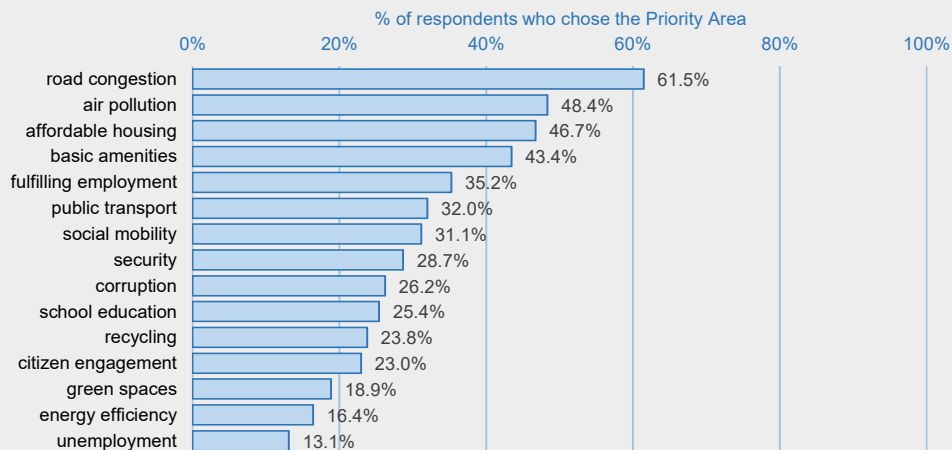
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LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



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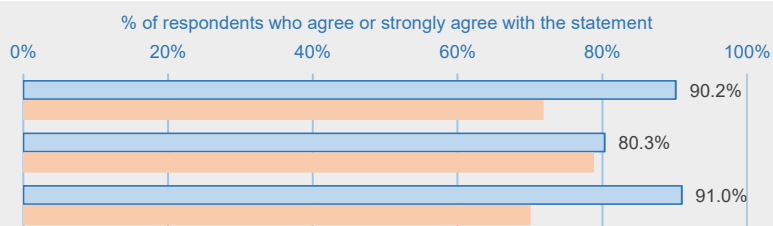
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LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

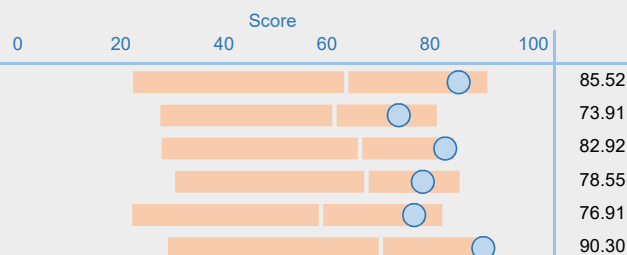
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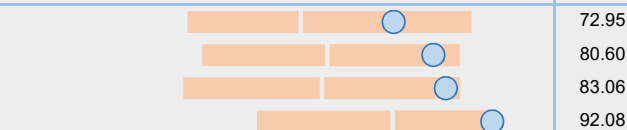
Mobility

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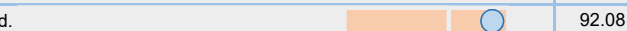
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Activities

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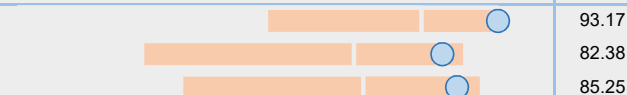


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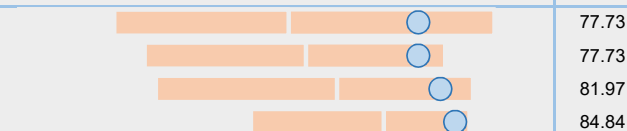
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Hanoi

SMART CITY RANKING

66th

Out of 102

GROUP

4

RATING

CCC

From AAA to D

FACTOR RATINGS

CCC

Structures

CCC

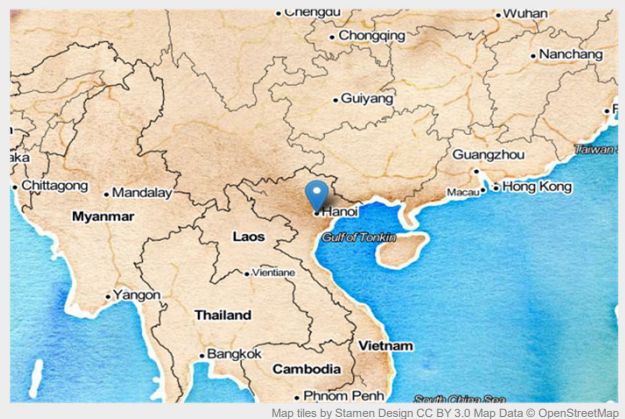
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|-------|-------|-------|
| UN HDI | 0.684 | 0.689 | 0.694 |
| Life expectancy at Birth | 76.1 | 76.3 | 76.5 |
| Expected years of schooling | 12.7 | 12.7 | 12.7 |
| Mean years of schooling | 8.0 | 8.1 | 8.2 |
| GNI per capita (PPP \$) | 5,263 | 5,589 | 5,859 |

City

Population (UN World Cities Report) 3,790,000



STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

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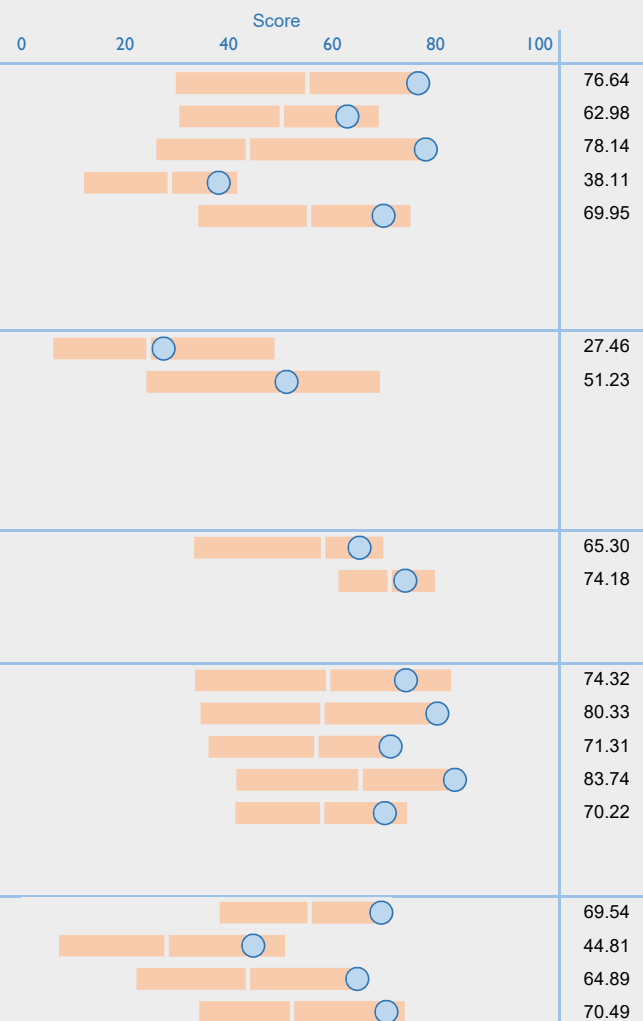
Opportunities (Work & School)

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- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

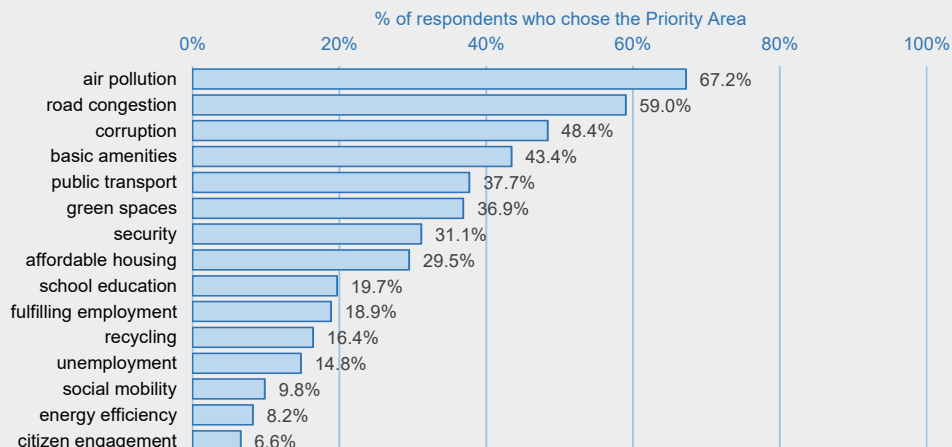
- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



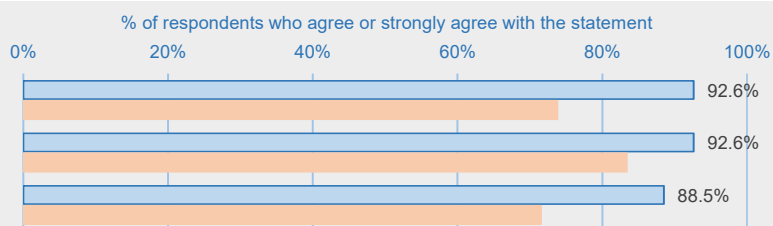
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

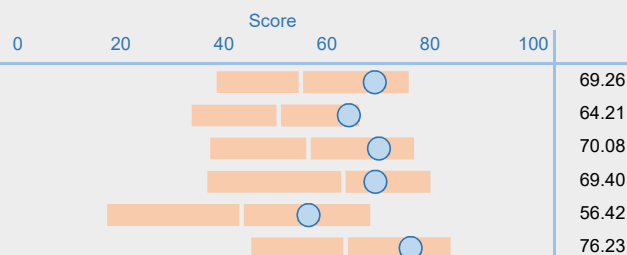
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



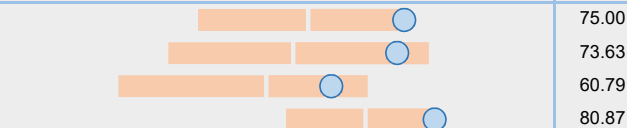
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

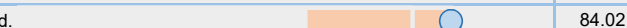
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

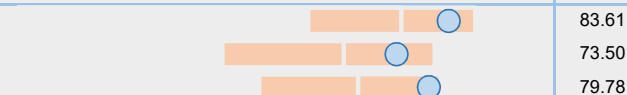


Opportunities (Work & School)

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IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



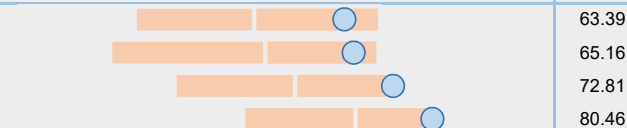
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Hanover

SMART CITY RANKING

26th

Out of 102

GROUP

1

RATING

B B B

From AAA to D

FACTOR RATINGS

A

B B

Structures

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.933 | 0.934 | 0.936 |
| Life expectancy at Birth | 80.8 | 81.0 | 81.2 |
| Expected years of schooling | 17.0 | 17.0 | 17.0 |
| Mean years of schooling | 14.1 | 14.1 | 14.1 |
| GNI per capita (PPP \$) | 44,766 | 45,203 | 46,136 |

City

Population (Eurostat) 535,000



STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

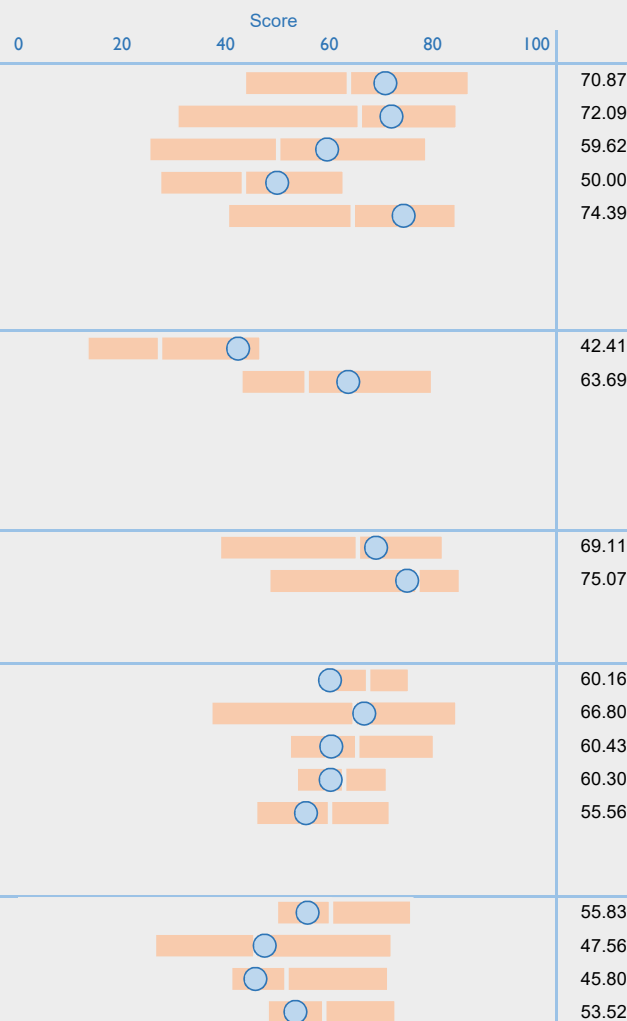
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

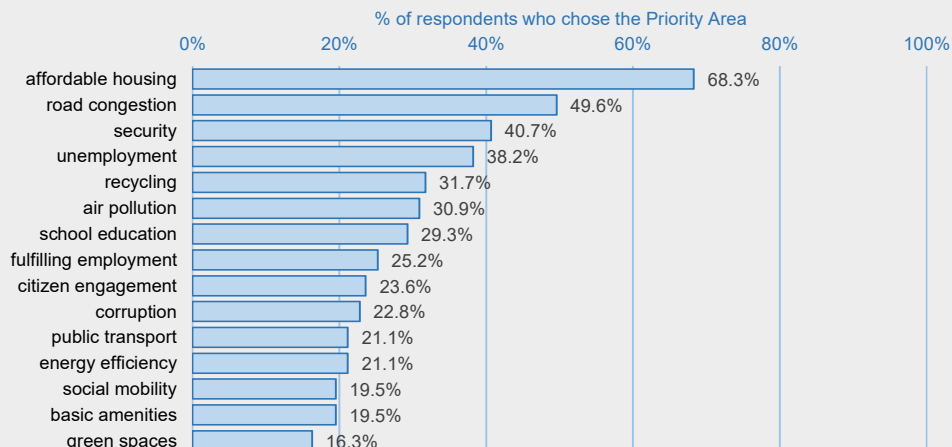
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- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



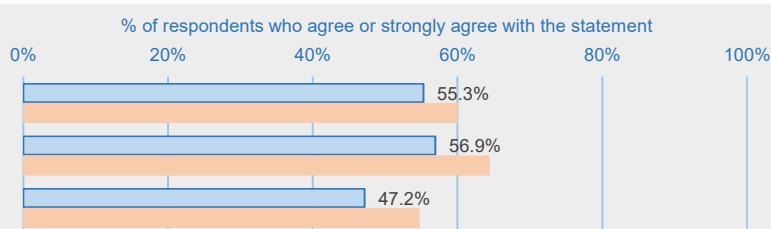
ATTITUDES

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LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.

Score



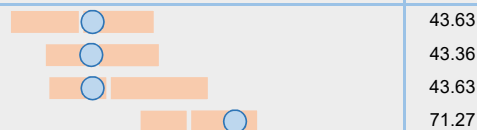
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

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Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

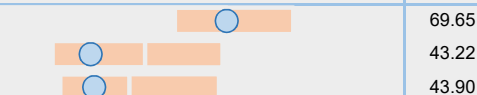


Opportunities (Work & School)

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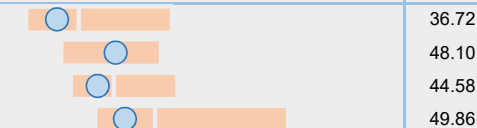
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Helsinki

SMART CITY RANKING

8th

Out of 102

GROUP

2

RATING

A

From AAA to D

FACTOR RATINGS

A

B B B

Structures

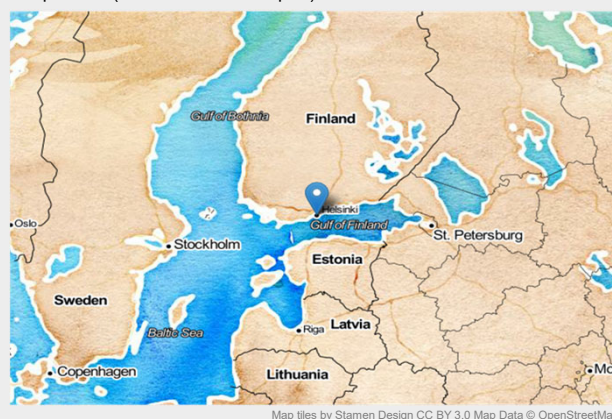
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.915 | 0.918 | 0.920 |
| Life expectancy at Birth | 81.1 | 81.3 | 81.5 |
| Expected years of schooling | 17.6 | 17.6 | 17.6 |
| Mean years of schooling | 12.4 | 12.4 | 12.4 |
| GNI per capita (PPP \$) | 39,248 | 40,066 | 41,002 |

City

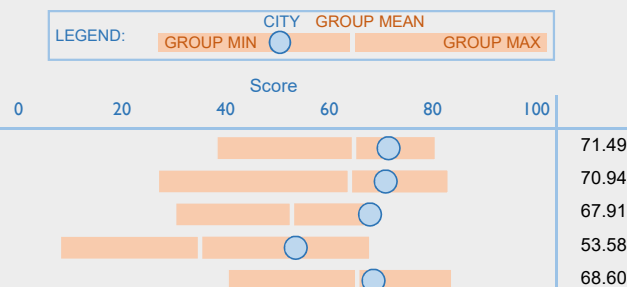
| | |
|-------------------------------------|-----------|
| Population (UN World Cities Report) | 1,180,000 |
|-------------------------------------|-----------|



STRUCTURES

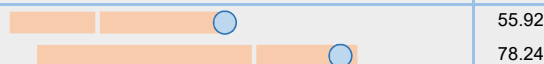
Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



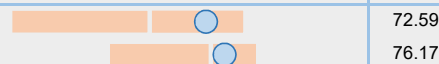
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



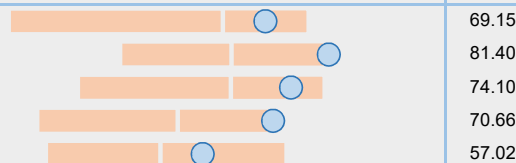
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



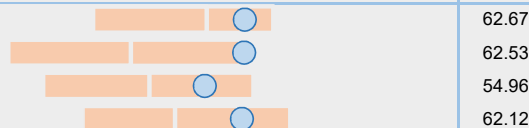
Opportunities (Work & School)

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- Businesses are creating new jobs.
- Minorities feel welcome.



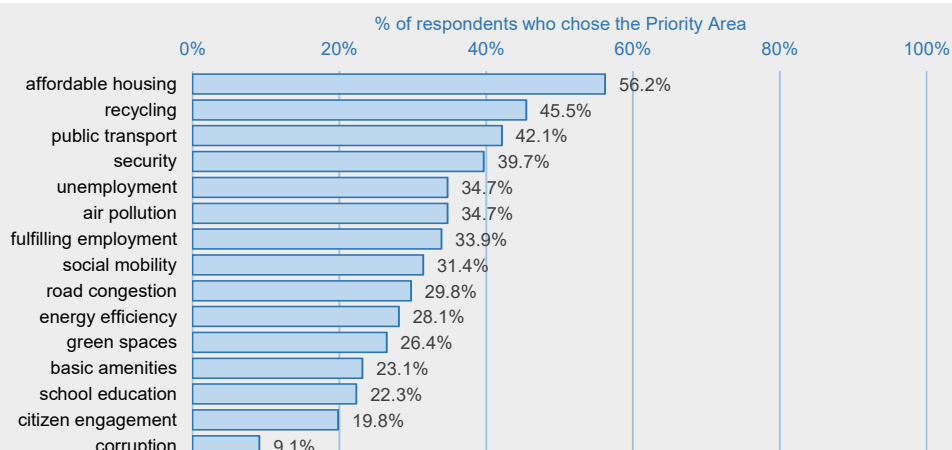
Governance

- Information on local government decisions are easily accessible.
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- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

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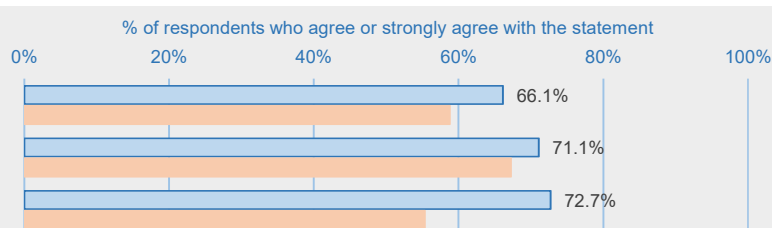
ATTITUDES

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You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

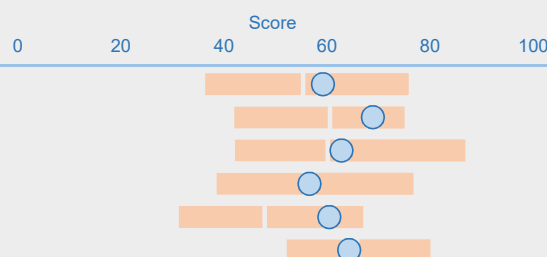
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



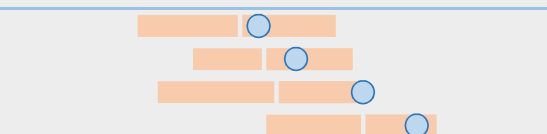
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

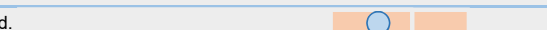
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

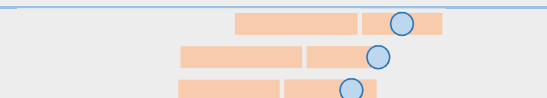


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



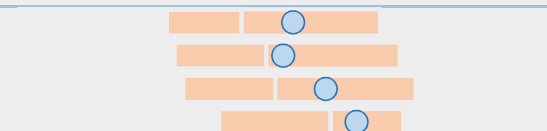
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Ho Chi Minh City

SMART CITY
RANKING

65th

Out of 102

GROUP

4

RATING

CCC

From AAA to D

FACTOR
RATINGS

CCC

Structures

CCC

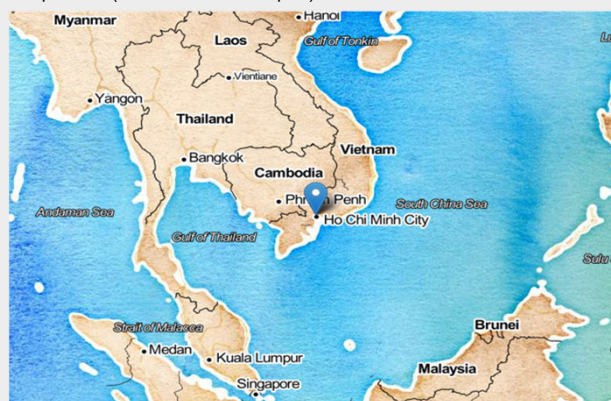
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|-------|-------|-------|
| HDI | 0.684 | 0.689 | 0.694 |
| Life expectancy at Birth | 76.1 | 76.3 | 76.5 |
| Expected years of schooling | 12.7 | 12.7 | 12.7 |
| Mean years of schooling | 8.0 | 8.1 | 8.2 |
| GNI per capita (PPP \$) | 5,263 | 5,589 | 5,859 |

City

| | |
|-------------------------------------|-----------|
| Population (UN World Cities Report) | 7,298,000 |
|-------------------------------------|-----------|

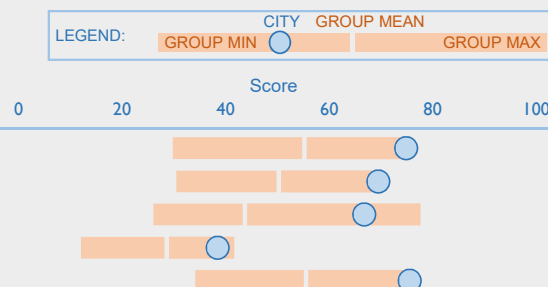


Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

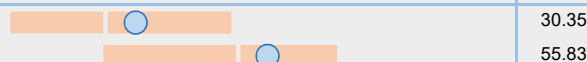
Health & Safety

- Basic sanitation meets the needs of the poorest areas.
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- Medical services provision is satisfactory.



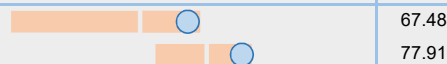
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



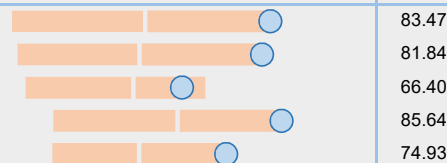
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



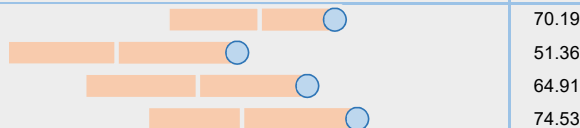
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
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- Businesses are creating new jobs.
- Minorities feel welcome.



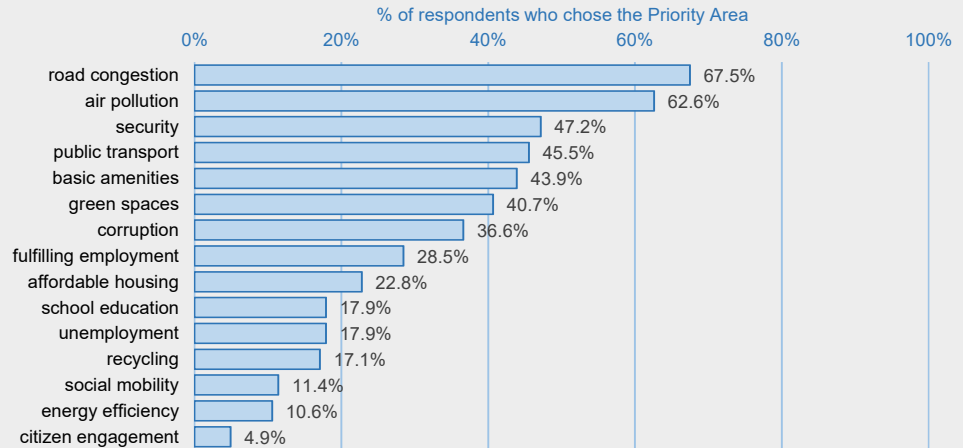
Governance

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PRIORITY AREAS

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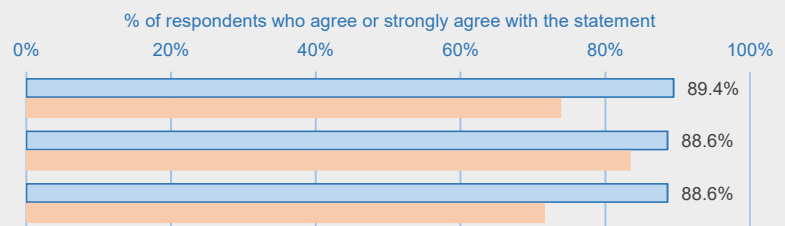
ATTITUDES

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You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

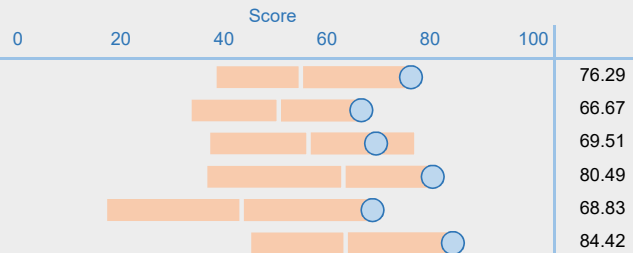
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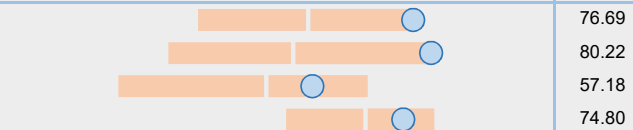
Mobility

Car-sharing Apps have reduced congestion.

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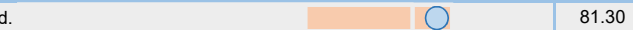
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Activities

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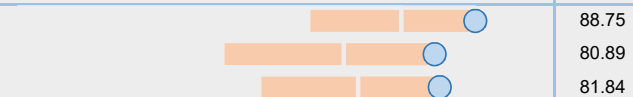


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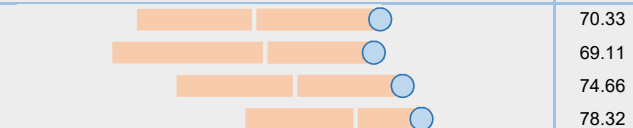
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Hong Kong

SMART CITY RANKING

37th

Out of 102

GROUP

1

RATING

B B B

From AAA to D

FACTOR RATINGS

B B

A

Structures

Technologies

BACKGROUND INFORMATION

| SAR | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| HDI | 0.927 | 0.930 | 0.933 |
| Life expectancy at Birth | 83.8 | 84.0 | 84.1 |
| Expected years of schooling | 16.3 | 16.3 | 16.3 |
| Mean years of schooling | 12.0 | 12.0 | 12.0 |
| GNI per capita (PPP \$) | 54,608 | 55,809 | 58,420 |

City

| | |
|-------------------------------------|-----------|
| Population (UN World Cities Report) | 7,314,000 |
|-------------------------------------|-----------|



Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
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- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

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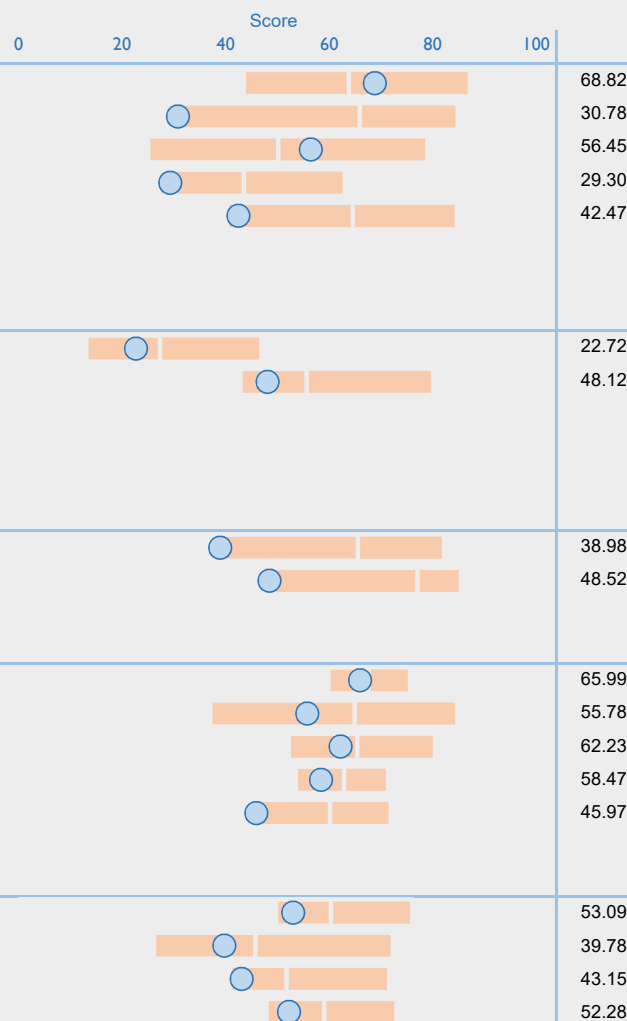
Opportunities (Work & School)

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Governance

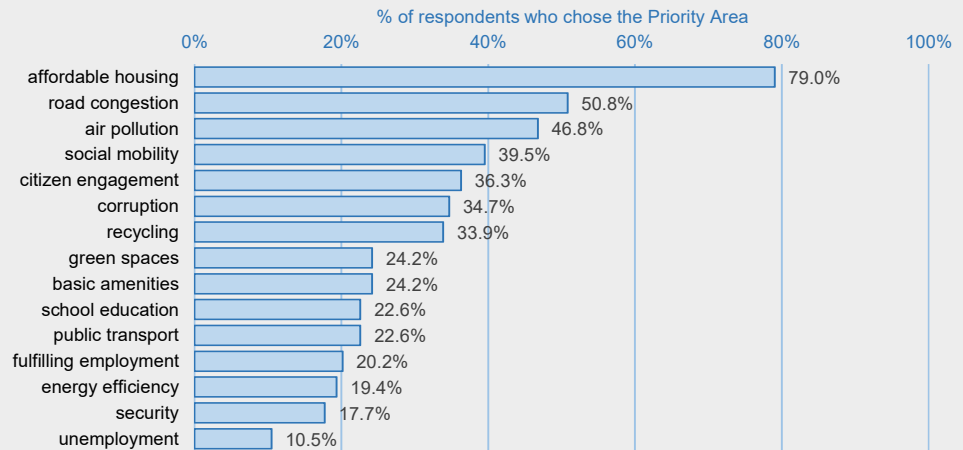
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LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

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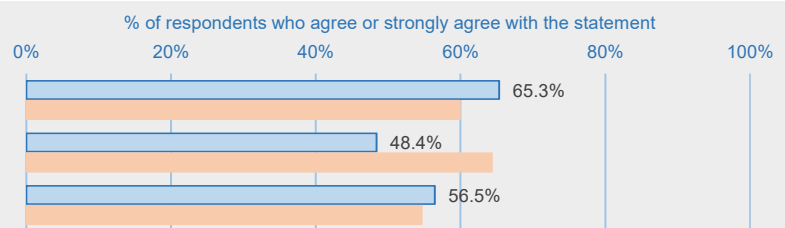
ATTITUDES

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LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

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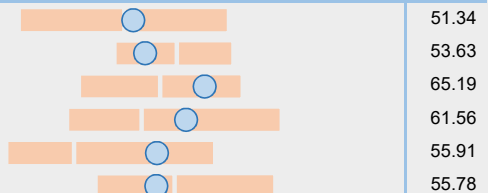
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Arranging medical appointments online has improved access.

Score



Mobility

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Activities

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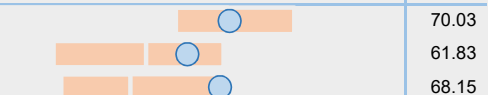


Opportunities (Work & School)

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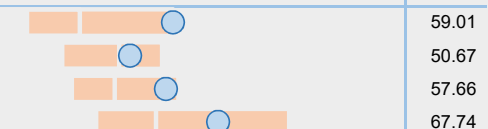
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Hyderabad

SMART CITY
RANKING

67th

Out of 102

GROUP

4

RATING

CCC

From AAA to D

FACTOR
RATINGS

CCC

Structures

CCC

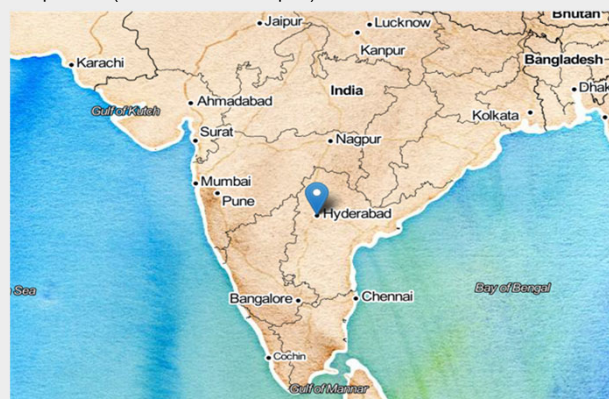
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|-------|-------|-------|
| UN HDI | 0.627 | 0.636 | 0.640 |
| Life expectancy at Birth | 68.3 | 68.6 | 68.8 |
| Expected years of schooling | 12.0 | 12.3 | 12.3 |
| Mean years of schooling | 6.3 | 6.4 | 6.4 |
| GNI per capita (PPP \$) | 5,691 | 6,026 | 6,353 |

City

Population (UN World Cities Report) 10,716,000



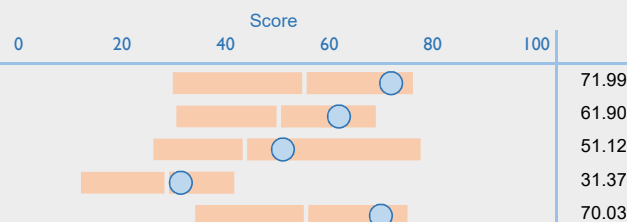
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

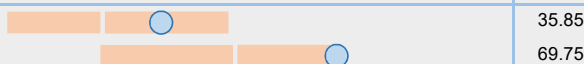
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- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



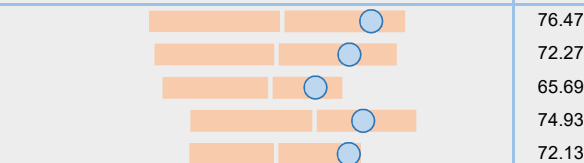
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



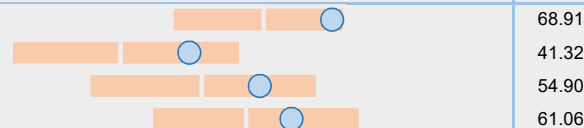
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



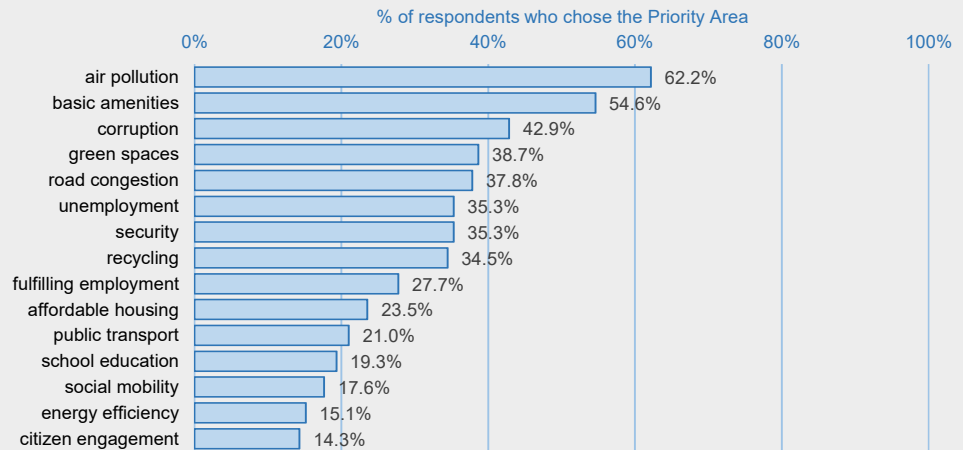
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



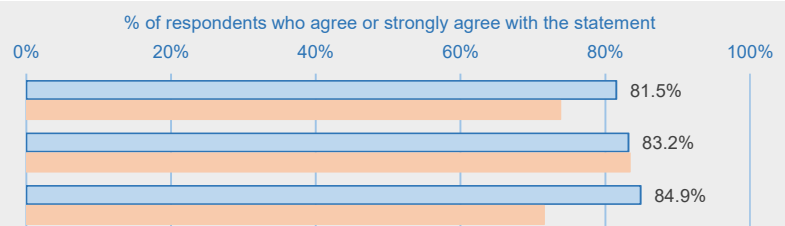
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

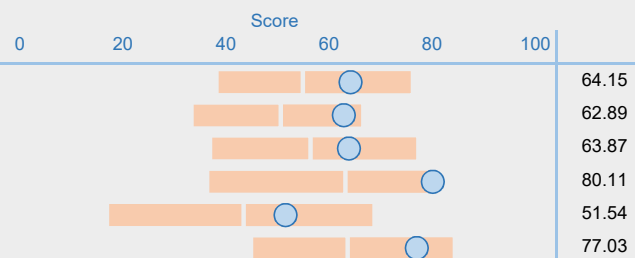
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



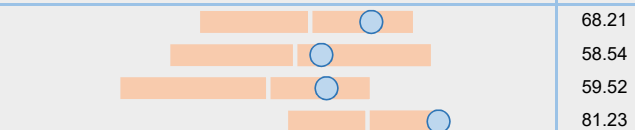
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

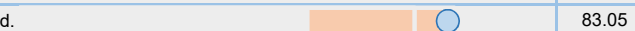
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

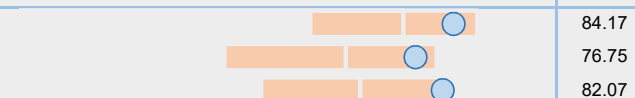


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



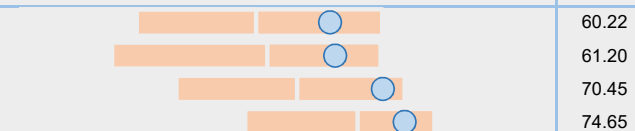
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Jakarta

SMART CITY RANKING

81st

Out of 102

GROUP

4

RATING

CC

From AAA to D

FACTOR RATINGS

C

Structures

CC

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.686 | 0.691 | 0.694 |
| Life expectancy at Birth | 69.0 | 69.2 | 69.4 |
| Expected years of schooling | 12.7 | 12.8 | 12.8 |
| Mean years of schooling | 7.9 | 8.0 | 8.0 |
| GNI per capita (PPP \$) | 10,037 | 10,437 | 10,846 |

City

| | |
|-------------------------------------|------------|
| Population (UN World Cities Report) | 10,323,000 |
|-------------------------------------|------------|



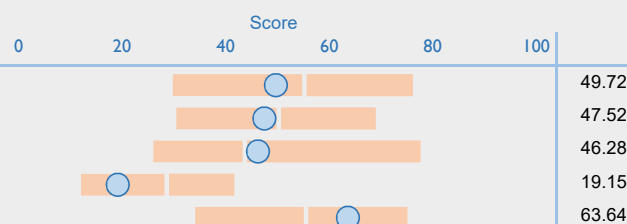
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



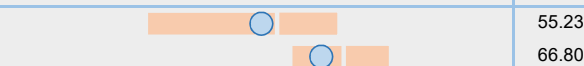
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



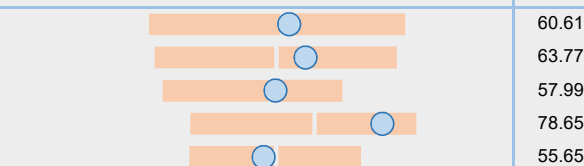
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



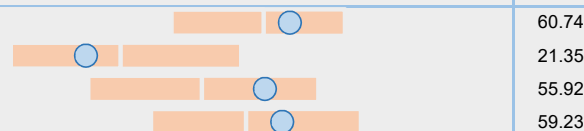
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



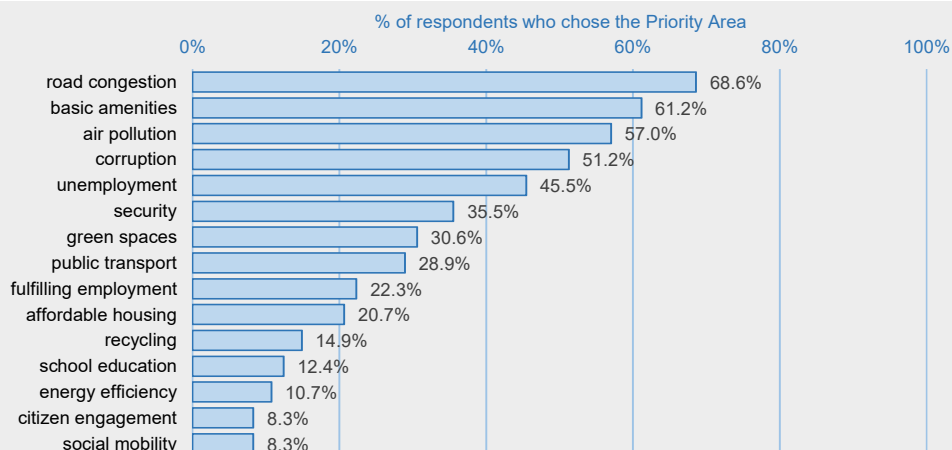
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



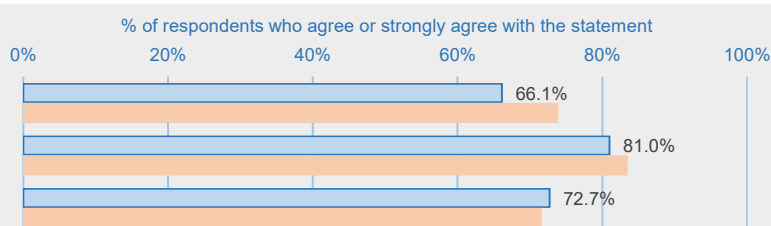
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

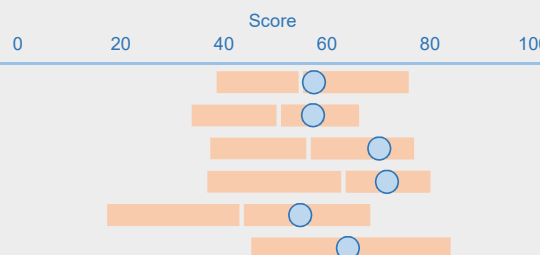
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



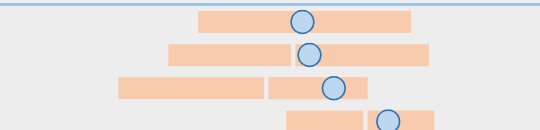
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

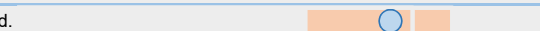
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

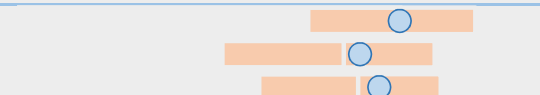


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



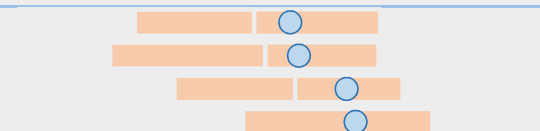
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Kiev

SMART CITY RANKING

92nd

Out of 102

GROUP

4

RATING

C

From AAA to D

FACTOR RATINGS

C

Structures

C

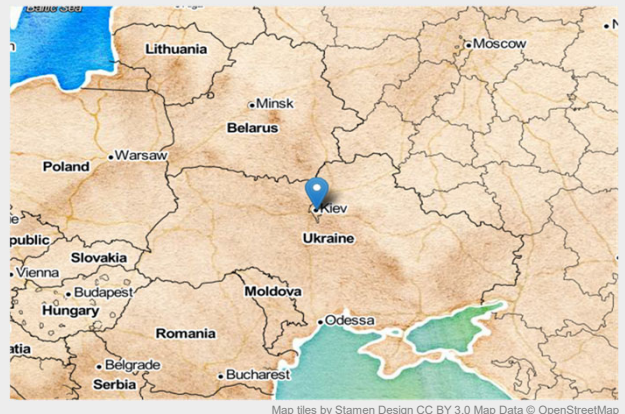
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|-------|-------|-------|
| UN HDI | 0.743 | 0.746 | 0.751 |
| Life expectancy at Birth | 71.8 | 72.0 | 72.1 |
| Expected years of schooling | 15.0 | 15.0 | 15.0 |
| Mean years of schooling | 11.3 | 11.3 | 11.3 |
| GNI per capita (PPP \$) | 7,375 | 7,593 | 8,130 |

City

Population (UN World Cities Report) 2,942,000



STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

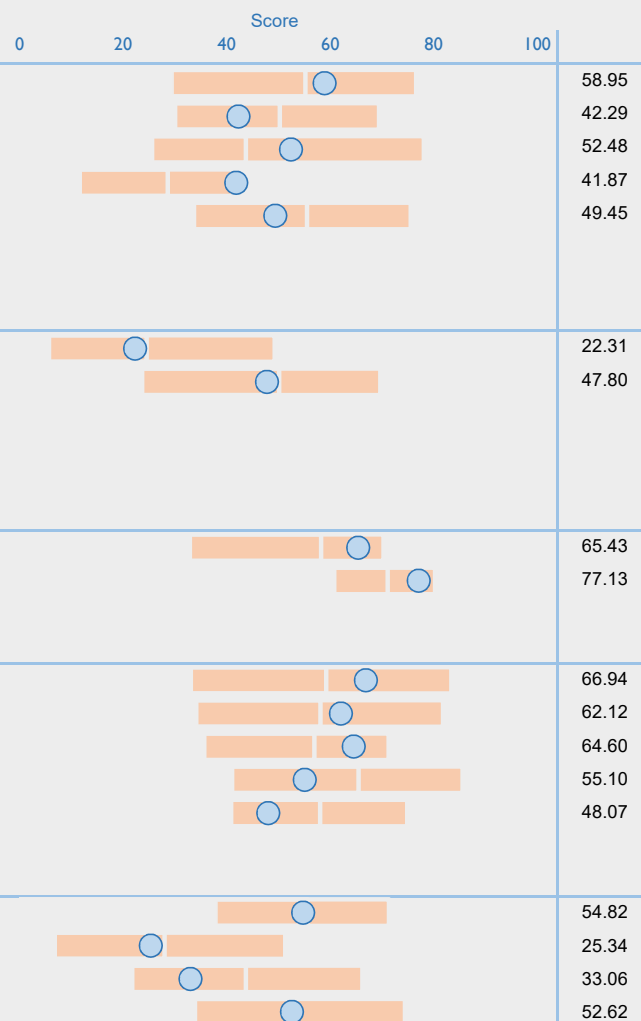
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

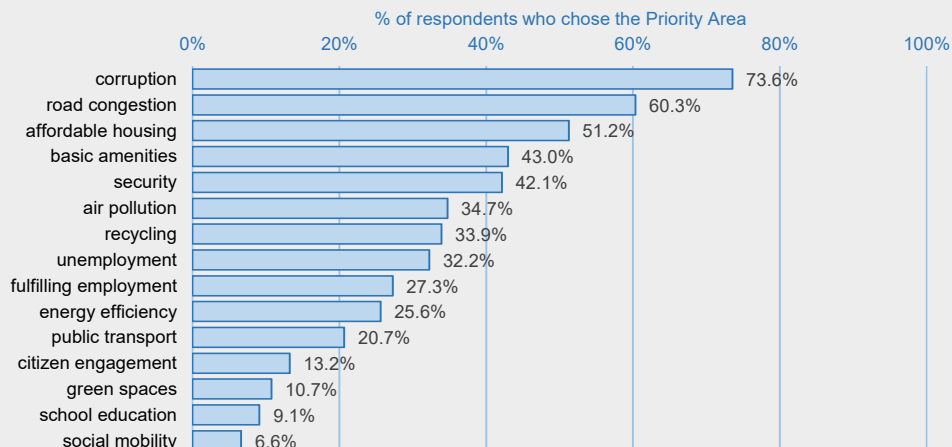
- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



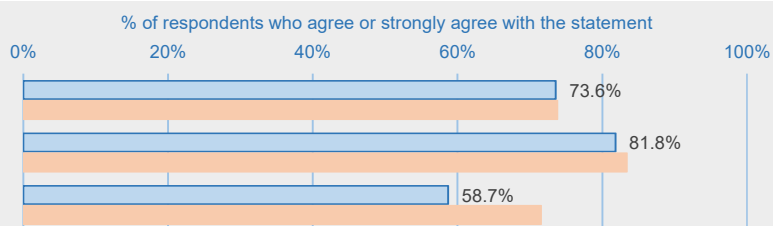
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

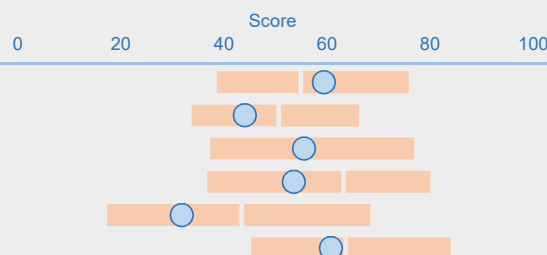
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



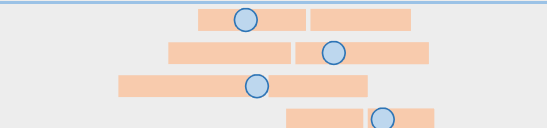
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

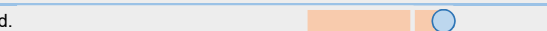
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

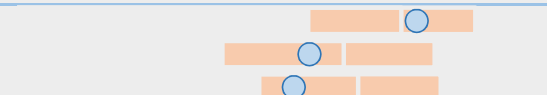


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



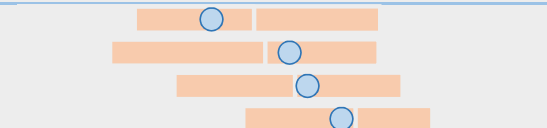
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Krakow

SMART CITY
RANKING

69th

Out of 102

GROUP

3

RATING

CCC

From AAA to D

FACTOR
RATINGS

CCC

Structures

CCC

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.855 | 0.860 | 0.865 |
| Life expectancy at Birth | 77.4 | 77.6 | 77.8 |
| Expected years of schooling | 16.1 | 16.4 | 16.4 |
| Mean years of schooling | 12.1 | 12.2 | 12.3 |
| GNI per capita (PPP \$) | 24,418 | 24,983 | 26,150 |

City

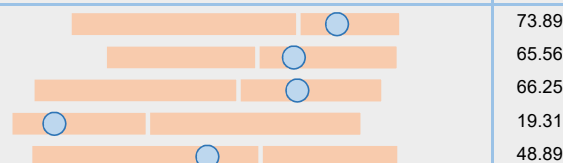
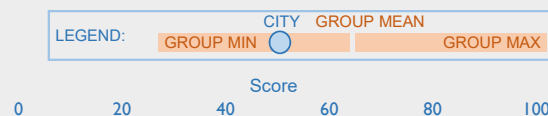
| | |
|-------------------------------------|---------|
| Population (UN World Cities Report) | 760,000 |
|-------------------------------------|---------|



STRUCTURES

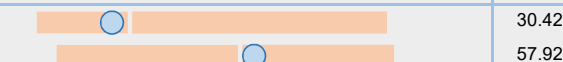
Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



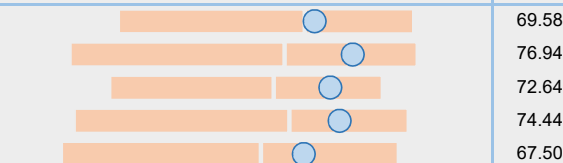
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



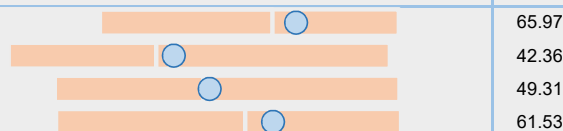
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



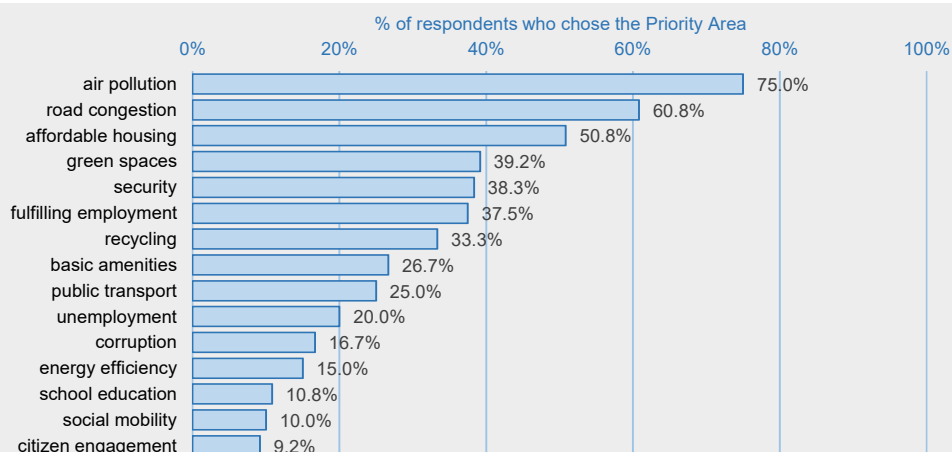
Governance

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- Residents contribute to decision making of local government.
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PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



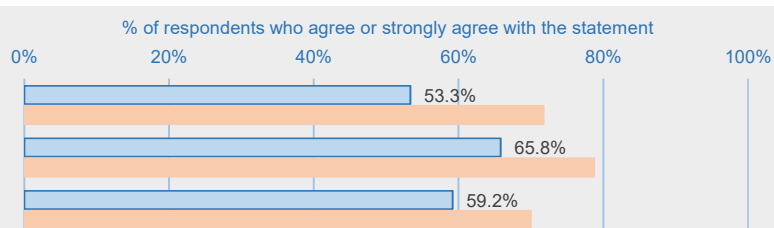
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

| Statement | Score | Value |
|--|-------|-------|
| Online reporting of city maintenance problems provides a speedy solution. | 57.22 | 57.22 |
| A website or App allows to give away unwanted items to other city residents. | 56.53 | 56.53 |
| Free public wifi has improved access to services. | 64.44 | 64.44 |
| CCTV cameras make residents feel safer. | 73.61 | 73.61 |
| A website or App allows effective monitoring of air pollution. | 77.08 | 77.08 |
| Arranging medical appointments online has improved access. | 61.11 | 61.11 |

Mobility

| | |
|---|-------|
| Car-sharing Apps have reduced congestion. | 48.89 |
| Apps that direct you to an available parking space have reduced journey time. | 57.92 |
| Bicycle hiring has reduced congestion. | 62.22 |
| Online scheduling and ticket sales make public transport easier to use. | 72.36 |

Activities

| | |
|---|-------|
| Online purchasing of tickets to shows and museums has made it easier to attend. | 82.36 |
|---|-------|

Opportunities (Work & School)

| | |
|--|-------|
| Online access to job listings has made it easier to find work. | 79.86 |
| IT skills are taught well in schools. | 66.11 |
| Online services provided by the city has made it easier to start a new business. | 64.86 |

Governance

| | |
|--|-------|
| Online public access to city finances has reduced corruption. | 51.67 |
| Online voting has increased participation. | 54.86 |
| An online platform where residents can propose ideas has improved city life. | 64.44 |
| Processing Identification Documents online has reduced waiting times. | 71.67 |

Kuala Lumpur

SMART CITY
RANKING

70th

Out of 102

GROUP

3

RATING

CCC

From AAA to D

FACTOR
RATINGS

CCC

Structures

CCC

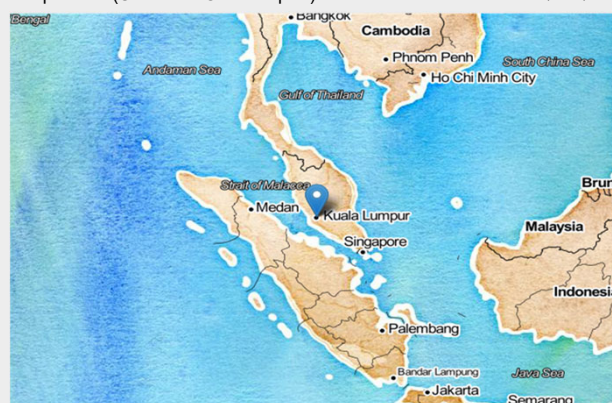
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.795 | 0.799 | 0.802 |
| Life expectancy at Birth | 75.1 | 75.3 | 75.5 |
| Expected years of schooling | 13.5 | 13.7 | 13.7 |
| Mean years of schooling | 10.2 | 10.2 | 10.2 |
| GNI per capita (PPP \$) | 24,324 | 24,968 | 26,107 |

City

Population (UN World Cities Report) 6,837,000



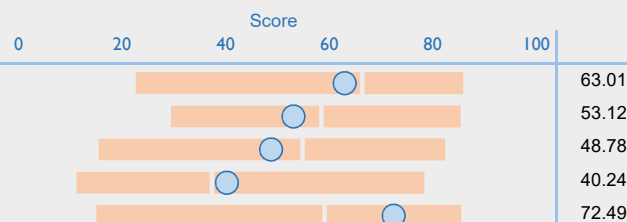
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

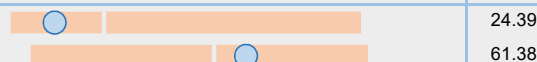
- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN
GROUP MIN GROUP MAX



Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



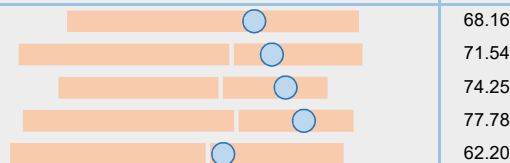
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



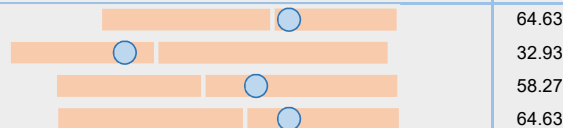
Opportunities (Work & School)

- Employment finding services are available.
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- Businesses are creating new jobs.
- Minorities feel welcome.



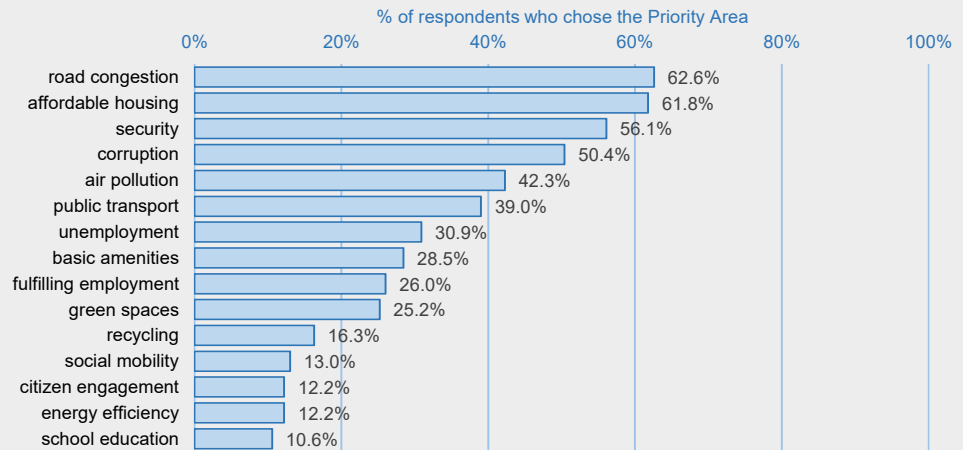
Governance

- Information on local government decisions are easily accessible.
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- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

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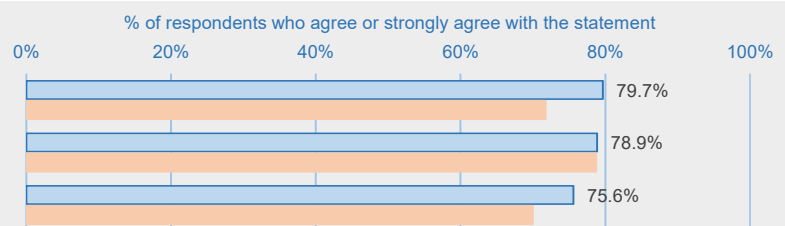
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

| Statement | Score | City Score |
|--|-------|------------|
| Online reporting of city maintenance problems provides a speedy solution. | 61.65 | 61.65 |
| A website or App allows to give away unwanted items to other city residents. | 53.39 | 53.39 |
| Free public wifi has improved access to services. | 59.08 | 59.08 |
| CCTV cameras make residents feel safer. | 63.69 | 63.69 |
| A website or App allows effective monitoring of air pollution. | 53.12 | 53.12 |
| Arranging medical appointments online has improved access. | 61.92 | 61.92 |

Mobility

| Statement | Score | City Score |
|---|-------|------------|
| Car-sharing Apps have reduced congestion. | 69.38 | 69.38 |
| Apps that direct you to an available parking space have reduced journey time. | 58.54 | 58.54 |
| Bicycle hiring has reduced congestion. | 49.05 | 49.05 |
| Online scheduling and ticket sales make public transport easier to use. | 73.85 | 73.85 |

Activities

| Statement | Score | City Score |
|---|-------|------------|
| Online purchasing of tickets to shows and museums has made it easier to attend. | 82.66 | 82.66 |

Opportunities (Work & School)

| Statement | Score | City Score |
|--|-------|------------|
| Online access to job listings has made it easier to find work. | 83.47 | 83.47 |
| IT skills are taught well in schools. | 66.12 | 66.12 |
| Online services provided by the city has made it easier to start a new business. | 75.20 | 75.20 |

Governance

| Statement | Score | City Score |
|--|-------|------------|
| Online public access to city finances has reduced corruption. | 54.88 | 54.88 |
| Online voting has increased participation. | 60.43 | 60.43 |
| An online platform where residents can propose ideas has improved city life. | 62.87 | 62.87 |
| Processing Identification Documents online has reduced waiting times. | 70.33 | 70.33 |

Lagos

SMART CITY RANKING

102nd

Out of 102

GROUP

4

RATING

D

From AAA to D

FACTOR RATINGS

D

Structures

D

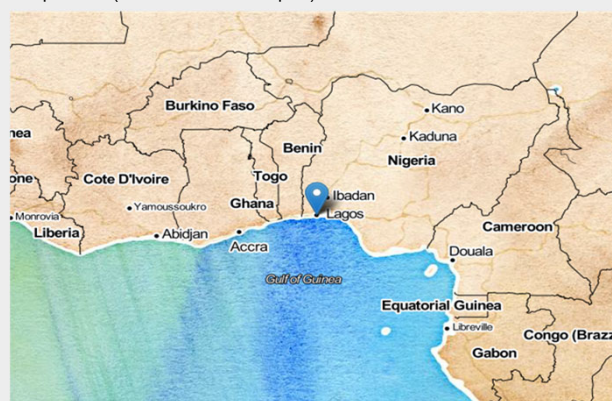
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|-------|-------|-------|
| UN HDI | 0.527 | 0.530 | 0.532 |
| Life expectancy at Birth | 53.0 | 53.4 | 53.9 |
| Expected years of schooling | 10.0 | 10.0 | 10.0 |
| Mean years of schooling | 6.0 | 6.2 | 6.2 |
| GNI per capita (PPP \$) | 5,527 | 5,326 | 5,231 |

City

Population (UN World Cities Report) 13,123,000



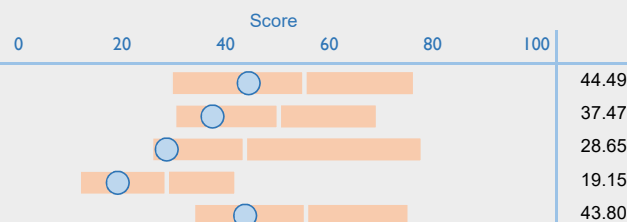
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

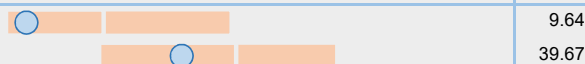
- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



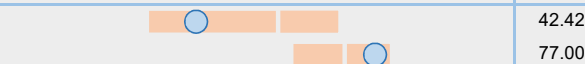
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



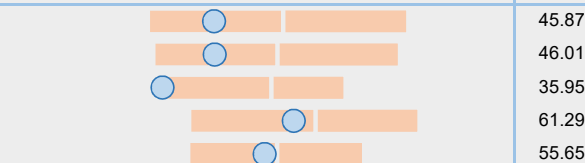
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



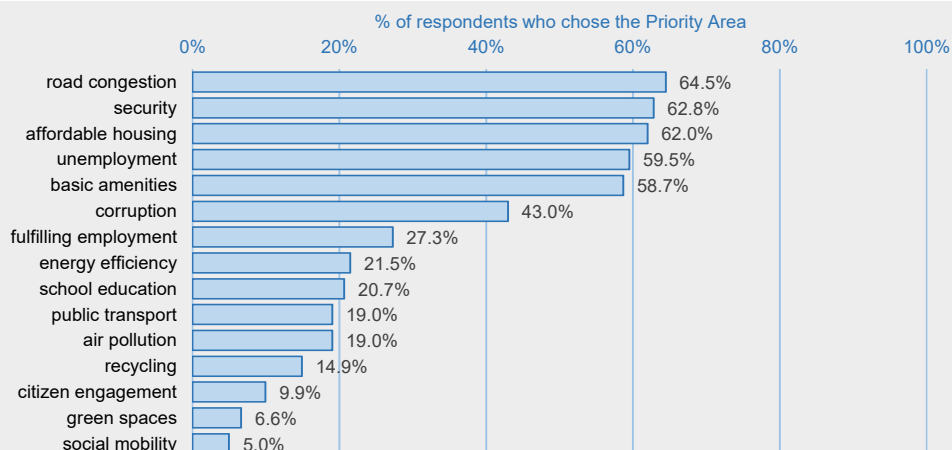
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



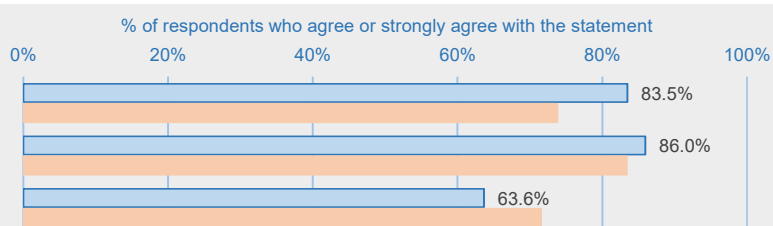
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

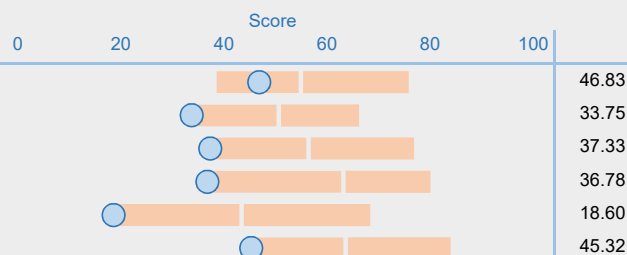
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



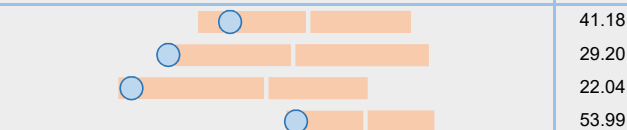
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

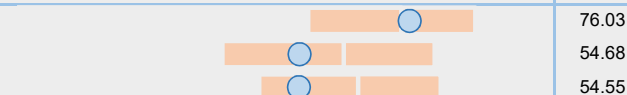


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



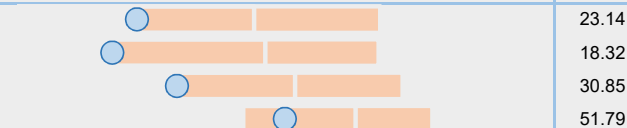
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Lisbon

SMART CITY RANKING

76th

Out of 102

GROUP

3

RATING

CCC

From AAA to D

FACTOR RATINGS

CCC

Structures

CCC

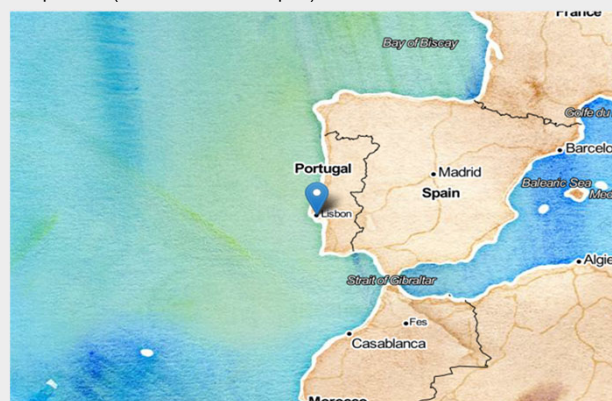
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.842 | 0.845 | 0.847 |
| Life expectancy at Birth | 81.0 | 81.2 | 81.4 |
| Expected years of schooling | 16.4 | 16.3 | 16.3 |
| Mean years of schooling | 9.1 | 9.2 | 9.2 |
| GNI per capita (PPP \$) | 25,860 | 26,521 | 27,315 |

City

| | |
|-------------------------------------|-----------|
| Population (UN World Cities Report) | 2,884,000 |
|-------------------------------------|-----------|



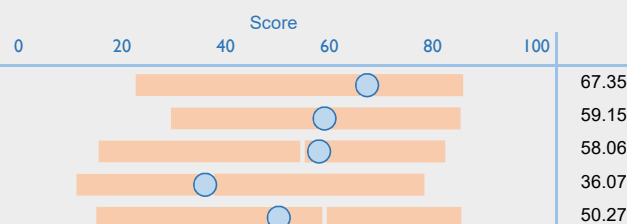
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

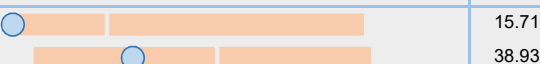
- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



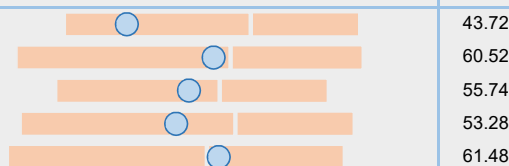
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



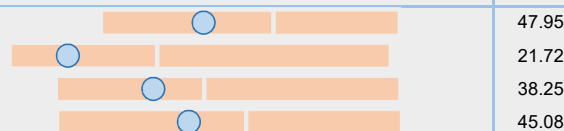
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



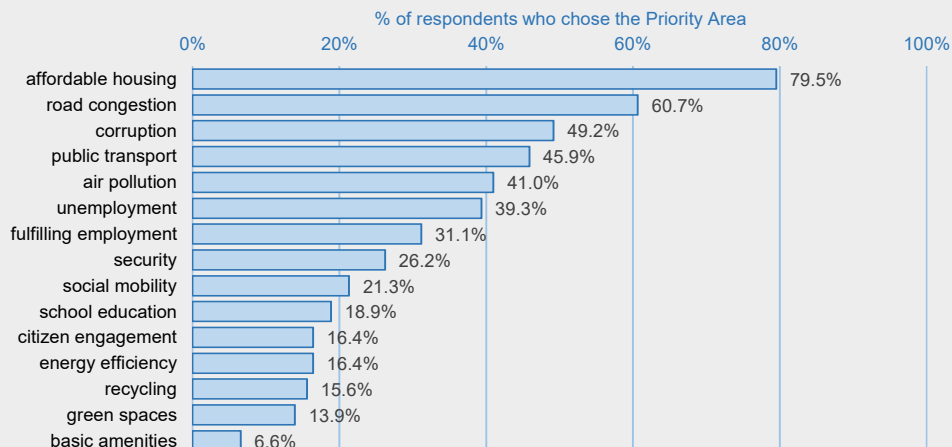
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



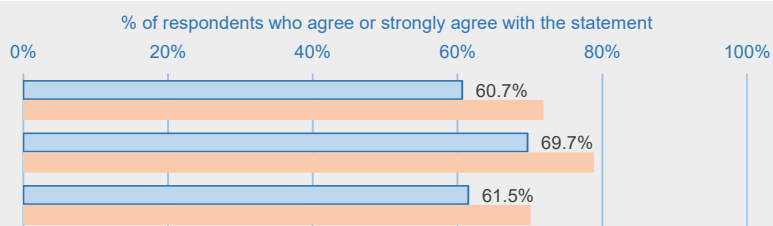
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

| Statement | Score | Value |
|--|-------|-------|
| Online reporting of city maintenance problems provides a speedy solution. | 59.84 | 59.84 |
| A website or App allows to give away unwanted items to other city residents. | 58.20 | 58.20 |
| Free public wifi has improved access to services. | 67.62 | 67.62 |
| CCTV cameras make residents feel safer. | 59.15 | 59.15 |
| A website or App allows effective monitoring of air pollution. | 40.16 | 40.16 |
| Arranging medical appointments online has improved access. | 66.94 | 66.94 |

Mobility

| Statement | Score | Value |
|---|-------|-------|
| Car-sharing Apps have reduced congestion. | 41.53 | 41.53 |
| Apps that direct you to an available parking space have reduced journey time. | 44.54 | 44.54 |
| Bicycle hiring has reduced congestion. | 48.50 | 48.50 |
| Online scheduling and ticket sales make public transport easier to use. | 65.85 | 65.85 |

Activities

| Statement | Score | Value |
|---|-------|-------|
| Online purchasing of tickets to shows and museums has made it easier to attend. | 87.70 | 87.70 |

Opportunities (Work & School)

| Statement | Score | Value |
|--|-------|-------|
| Online access to job listings has made it easier to find work. | 79.51 | 79.51 |
| IT skills are taught well in schools. | 64.48 | 64.48 |
| Online services provided by the city has made it easier to start a new business. | 64.62 | 64.62 |

Governance

| Statement | Score | Value |
|--|-------|-------|
| Online public access to city finances has reduced corruption. | 36.75 | 36.75 |
| Online voting has increased participation. | 44.67 | 44.67 |
| An online platform where residents can propose ideas has improved city life. | 58.74 | 58.74 |
| Processing Identification Documents online has reduced waiting times. | 68.03 | 68.03 |

London

SMART CITY
RANKING

20th

Out of 102

GROUP

2

RATING

B B B

From AAA to D

FACTOR
RATINGS

B B B

Structures

B B

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.918 | 0.920 | 0.922 |
| Life expectancy at Birth | 81.4 | 81.6 | 81.7 |
| Expected years of schooling | 17.4 | 17.4 | 17.4 |
| Mean years of schooling | 12.8 | 12.9 | 12.9 |
| GNI per capita (PPP \$) | 38,146 | 38,680 | 39,116 |

City

| | |
|-------------------------------------|------------|
| Population (UN World Cities Report) | 10,313,000 |
|-------------------------------------|------------|



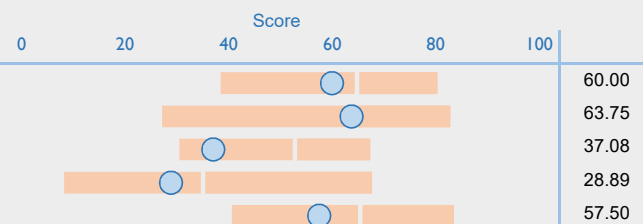
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



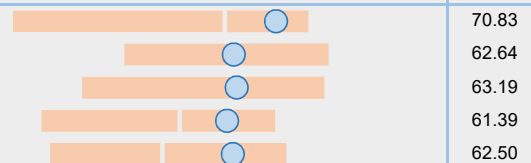
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



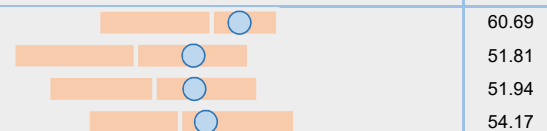
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



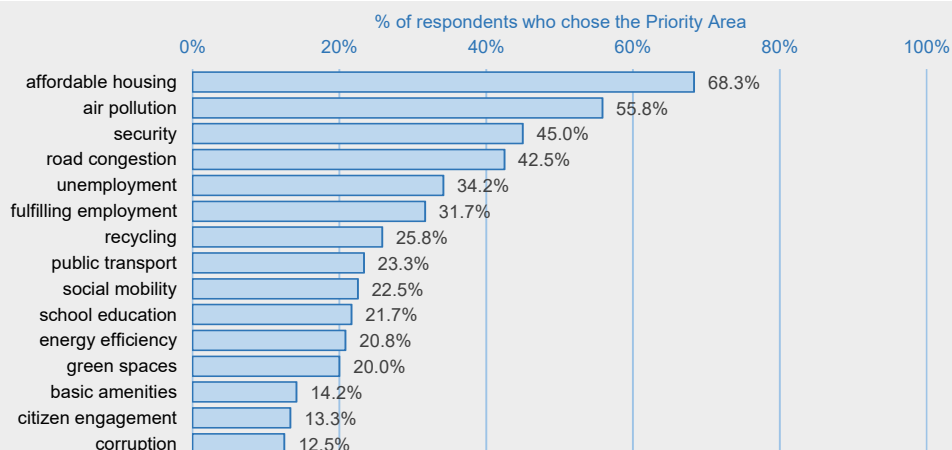
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



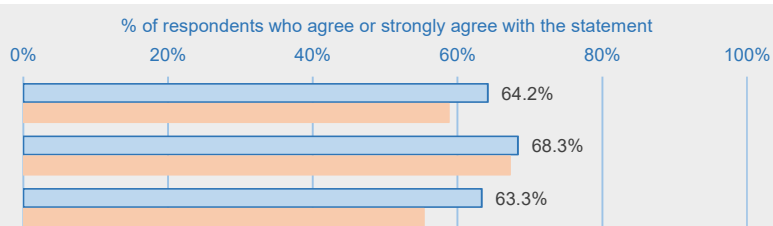
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

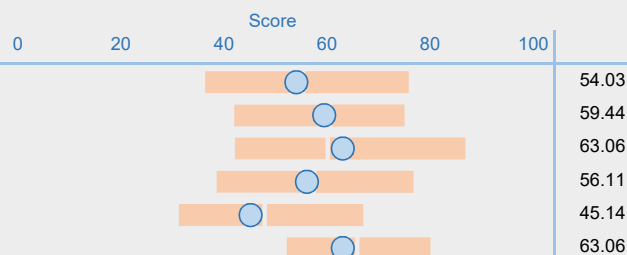
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



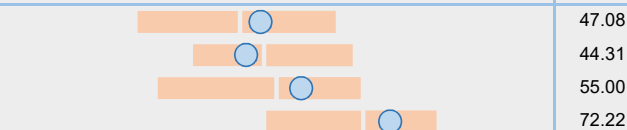
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

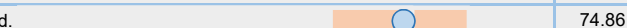
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

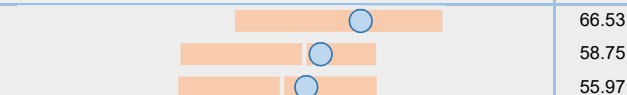


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



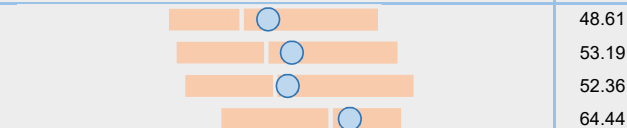
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Los Angeles

SMART CITY
RANKING

35th

Out of 102

GROUP

1

RATING

B B B

From AAA to D

FACTOR
RATINGS

B B

A

Structures

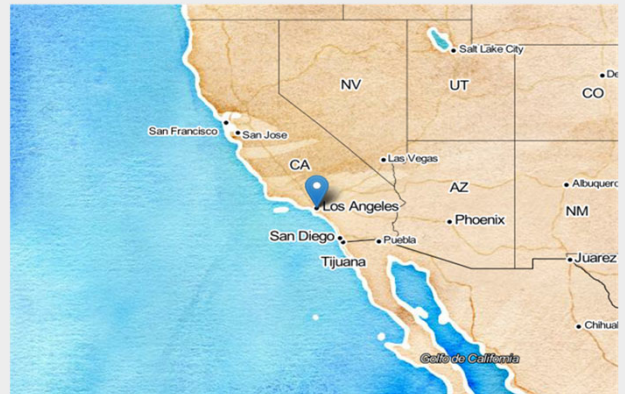
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.920 | 0.922 | 0.924 |
| Life expectancy at Birth | 79.2 | 79.4 | 79.5 |
| Expected years of schooling | 16.5 | 16.5 | 16.5 |
| Mean years of schooling | 13.3 | 13.4 | 13.4 |
| GNI per capita (PPP \$) | 53,741 | 54,104 | 54,941 |

City

Population (UN World Cities Report) 12,310,000



Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

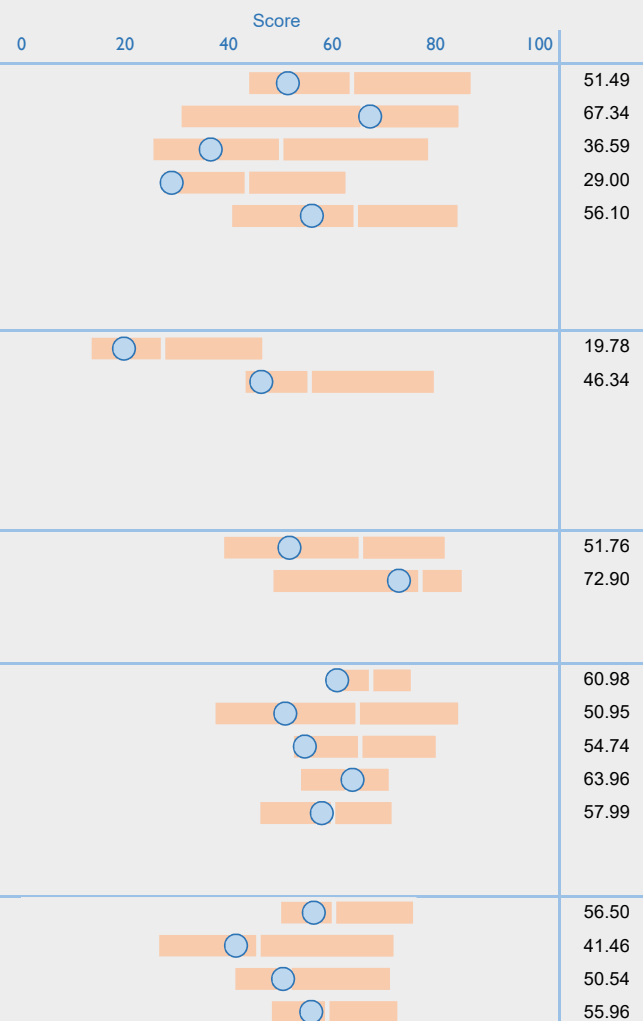
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

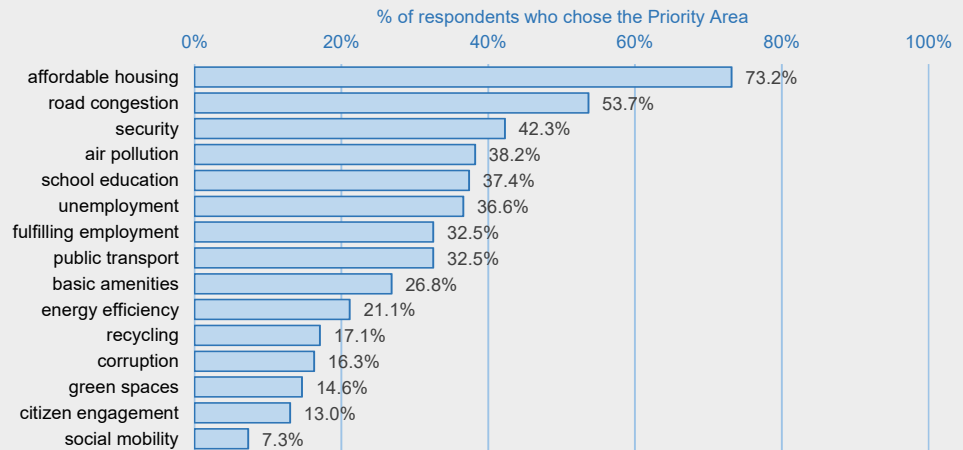
- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



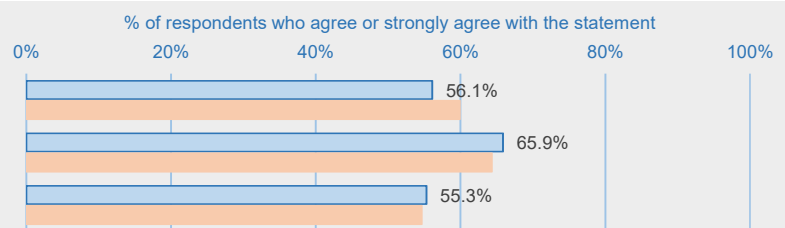
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

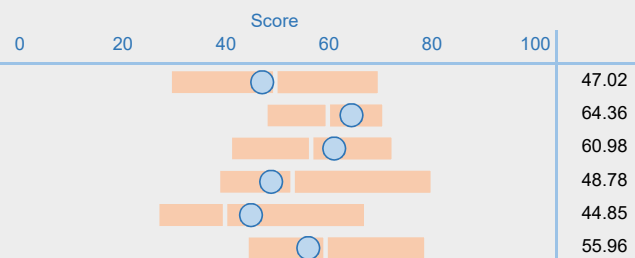
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



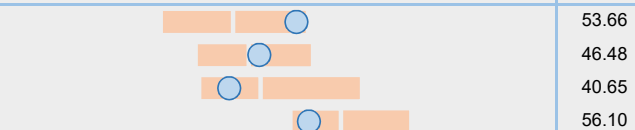
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

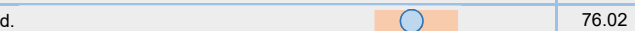
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

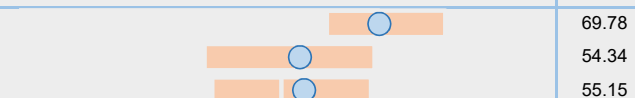


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



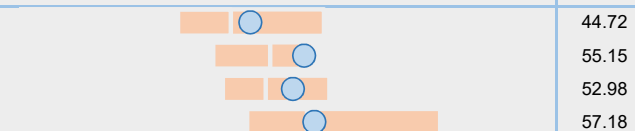
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



SMART CITY RANKING

23rd

Out of 102

GROUP

2

RATING

B B B

From AAA to D

FACTOR RATINGS

B B B

Structures

B B

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.898 | 0.899 | 0.901 |
| Life expectancy at Birth | 82.4 | 82.5 | 82.7 |
| Expected years of schooling | 16.4 | 16.4 | 16.4 |
| Mean years of schooling | 11.5 | 11.5 | 11.5 |
| GNI per capita (PPP \$) | 38,367 | 38,702 | 39,254 |

City

| | |
|-------------------------------------|-----------|
| Population (UN World Cities Report) | 1,609,000 |
|-------------------------------------|-----------|

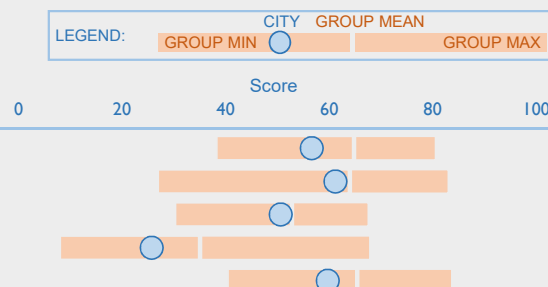


Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

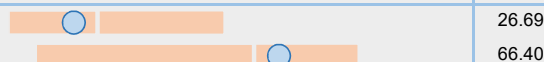
Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



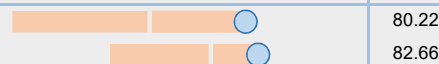
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



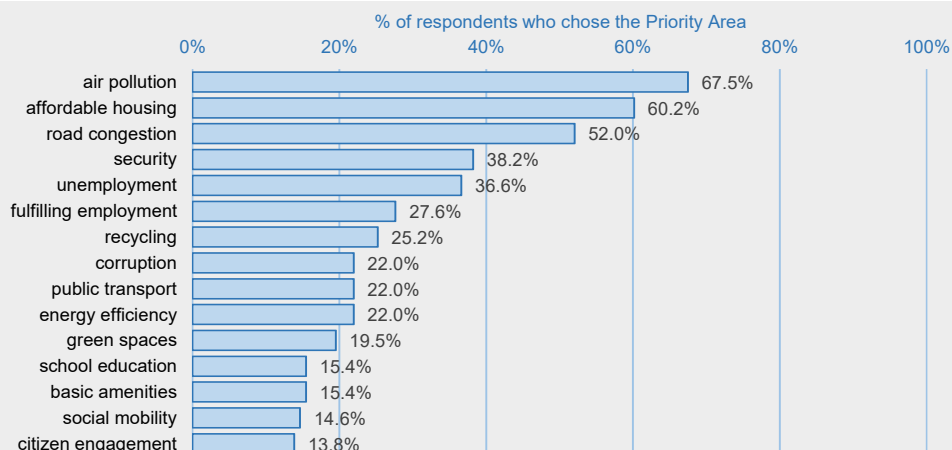
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

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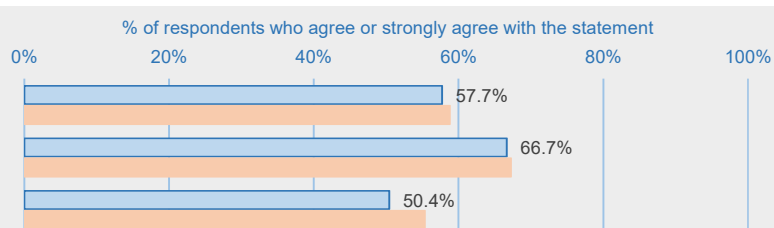
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

| Statement | Score | Value |
|--|-------|-------|
| Online reporting of city maintenance problems provides a speedy solution. | 52.30 | 52.30 |
| A website or App allows to give away unwanted items to other city residents. | 58.94 | 58.94 |
| Free public wifi has improved access to services. | 59.49 | 59.49 |
| CCTV cameras make residents feel safer. | 61.65 | 61.65 |
| A website or App allows effective monitoring of air pollution. | 46.61 | 46.61 |
| Arranging medical appointments online has improved access. | 71.41 | 71.41 |

Mobility

| | |
|---|-------|
| Car-sharing Apps have reduced congestion. | 44.99 |
| Apps that direct you to an available parking space have reduced journey time. | 47.97 |
| Bicycle hiring has reduced congestion. | 56.78 |
| Online scheduling and ticket sales make public transport easier to use. | 61.25 |

Activities

| | |
|---|-------|
| Online purchasing of tickets to shows and museums has made it easier to attend. | 71.95 |
|---|-------|

Opportunities (Work & School)

| | |
|--|-------|
| Online access to job listings has made it easier to find work. | 63.82 |
| IT skills are taught well in schools. | 51.49 |
| Online services provided by the city has made it easier to start a new business. | 51.63 |

Governance

| | |
|--|-------|
| Online public access to city finances has reduced corruption. | 40.65 |
| Online voting has increased participation. | 43.77 |
| An online platform where residents can propose ideas has improved city life. | 45.80 |
| Processing Identification Documents online has reduced waiting times. | 57.99 |

Madrid

SMART CITY RANKING

21st

Out of 102

GROUP

2

RATING

B B B

From AAA to D

FACTOR RATINGS

B B B

Structures

B B

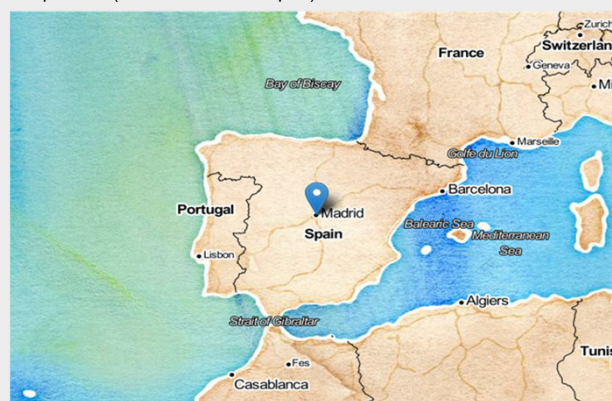
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.885 | 0.889 | 0.891 |
| Life expectancy at Birth | 83.0 | 83.1 | 83.3 |
| Expected years of schooling | 17.8 | 17.9 | 17.9 |
| Mean years of schooling | 9.7 | 9.8 | 9.8 |
| GNI per capita (PPP \$) | 32,217 | 33,307 | 34,258 |

City

Population (UN World Cities Report) 6,199,000



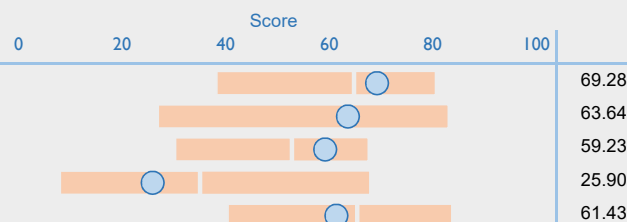
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

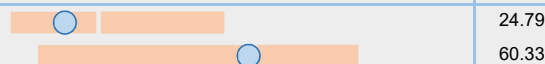
- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



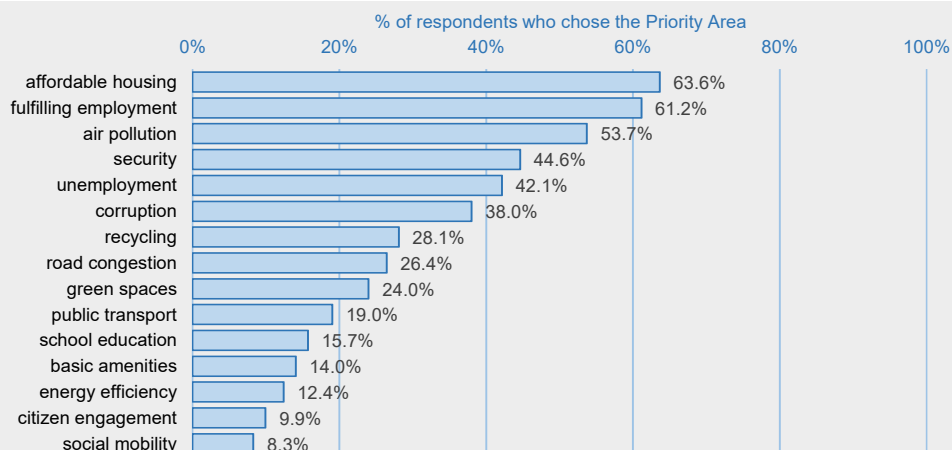
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



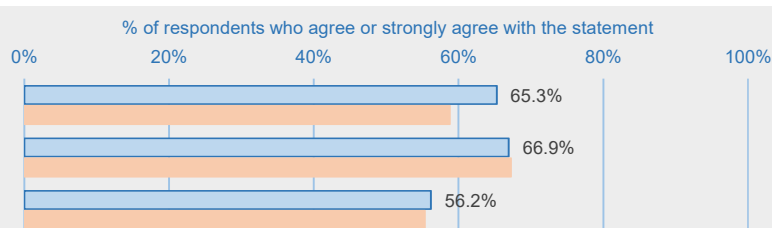
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

| Statement | Score | City |
|--|-------|-------|
| Online reporting of city maintenance problems provides a speedy solution. | 61.85 | 58.68 |
| A website or App allows to give away unwanted items to other city residents. | 58.68 | 56.61 |
| Free public wifi has improved access to services. | 56.61 | 54.13 |
| CCTV cameras make residents feel safer. | 54.13 | 45.73 |
| A website or App allows effective monitoring of air pollution. | 45.73 | 71.90 |
| Arranging medical appointments online has improved access. | 71.90 | |

Mobility

| Statement | Score | City |
|---|-------|-------|
| Car-sharing Apps have reduced congestion. | 54.68 | 58.95 |
| Apps that direct you to an available parking space have reduced journey time. | 58.95 | 54.55 |
| Bicycle hiring has reduced congestion. | 54.55 | 67.08 |
| Online scheduling and ticket sales make public transport easier to use. | 67.08 | |

Activities

| Statement | Score | City |
|---|-------|------|
| Online purchasing of tickets to shows and museums has made it easier to attend. | 81.68 | |

Opportunities (Work & School)

| Statement | Score | City |
|--|-------|-------|
| Online access to job listings has made it easier to find work. | 65.84 | 53.99 |
| IT skills are taught well in schools. | 53.99 | 56.75 |
| Online services provided by the city has made it easier to start a new business. | 56.75 | |

Governance

| Statement | Score | City |
|--|-------|-------|
| Online public access to city finances has reduced corruption. | 41.87 | 53.44 |
| Online voting has increased participation. | 53.44 | 57.58 |
| An online platform where residents can propose ideas has improved city life. | 57.58 | 66.94 |
| Processing Identification Documents online has reduced waiting times. | 66.94 | |

Makassar

SMART CITY RANKING

80th

Out of 102

GROUP

4

RATING

CC

From AAA to D

FACTOR RATINGS

CC

Structures

CC

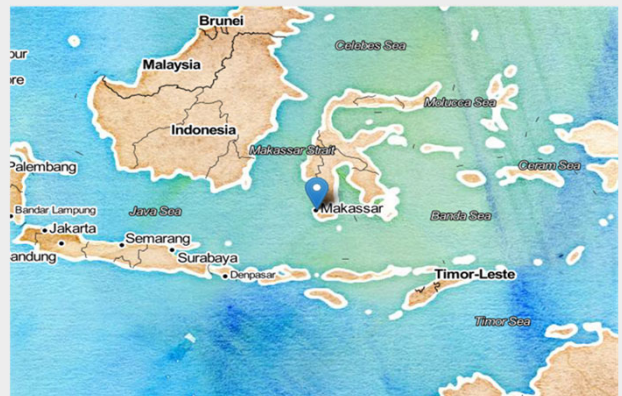
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.686 | 0.691 | 0.694 |
| Life expectancy at Birth | 69.0 | 69.2 | 69.4 |
| Expected years of schooling | 12.7 | 12.8 | 12.8 |
| Mean years of schooling | 7.9 | 8.0 | 8.0 |
| GNI per capita (PPP \$) | 10,037 | 10,437 | 10,846 |

City

| | |
|-------------------------------------|-----------|
| Population (UN World Cities Report) | 1,489,000 |
|-------------------------------------|-----------|



Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

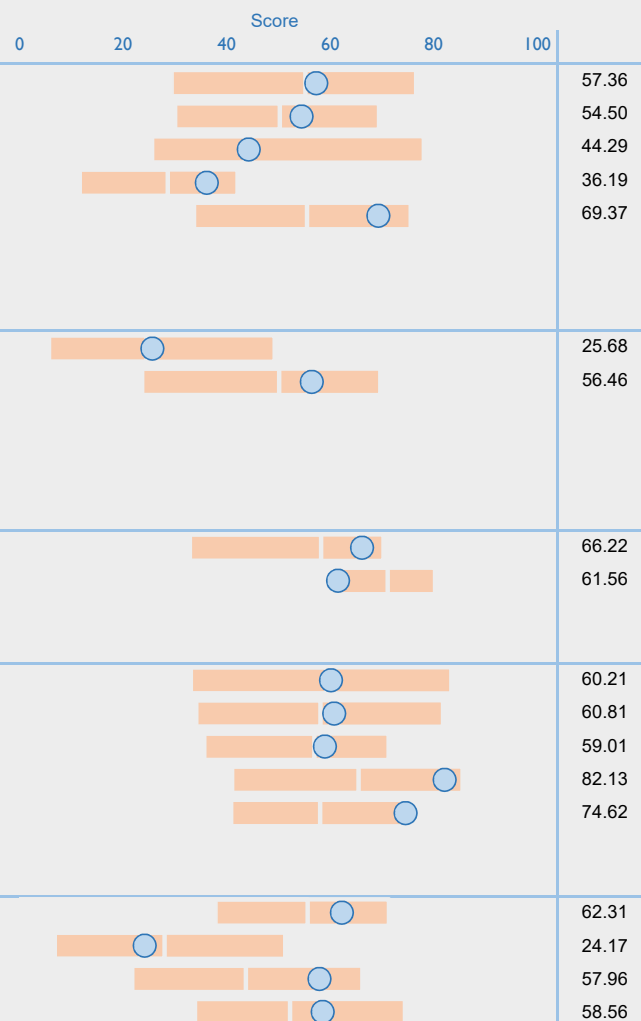
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

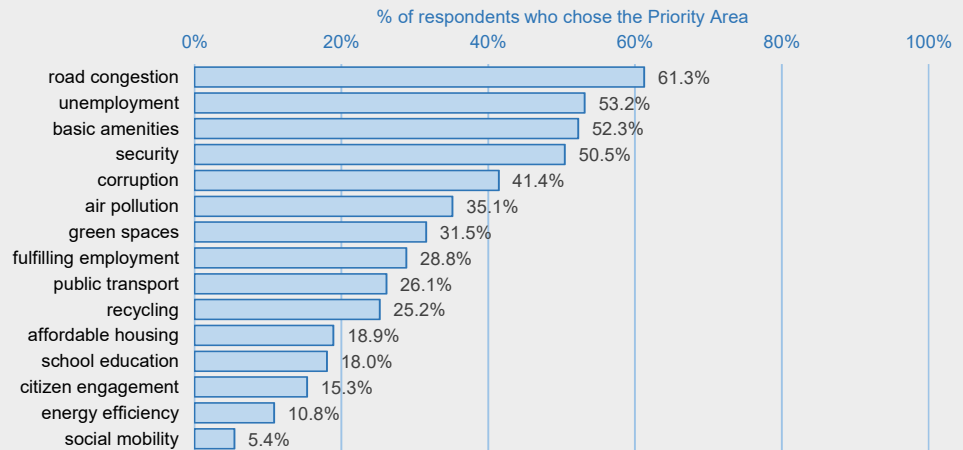
- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



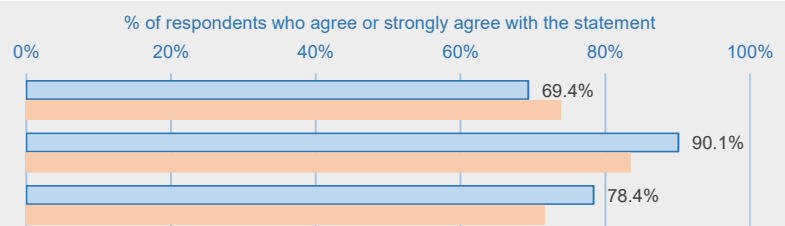
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

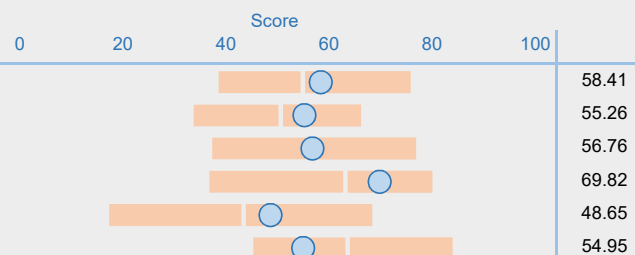
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



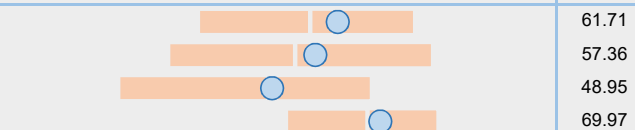
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

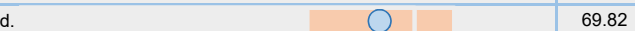
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

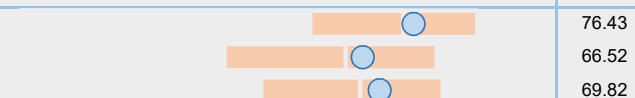


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



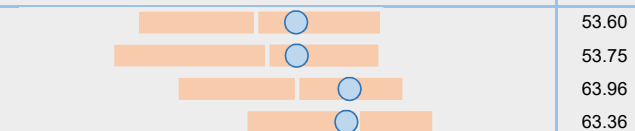
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Manila

SMART CITY RANKING

94th

Out of 102

GROUP

4

RATING

C

From AAA to D

FACTOR RATINGS

D

Structures

C

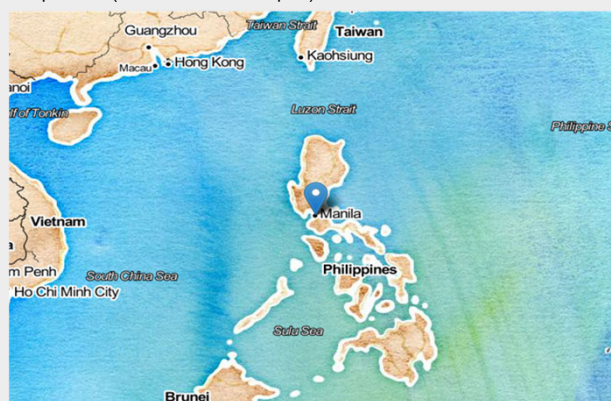
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|-------|-------|-------|
| UN HDI | 0.693 | 0.696 | 0.699 |
| Life expectancy at Birth | 69.0 | 69.1 | 69.2 |
| Expected years of schooling | 12.6 | 12.6 | 12.6 |
| Mean years of schooling | 9.3 | 9.3 | 9.3 |
| GNI per capita (PPP \$) | 8,323 | 8,729 | 9,154 |

City

Population (UN World Cities Report) 12,946,000



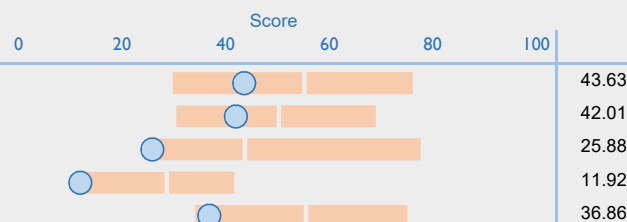
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

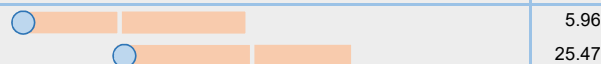
- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



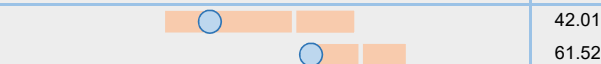
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



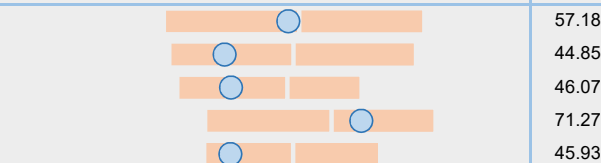
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



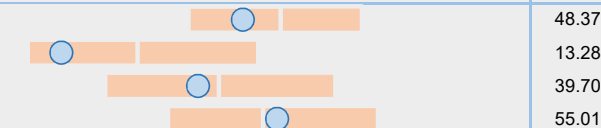
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



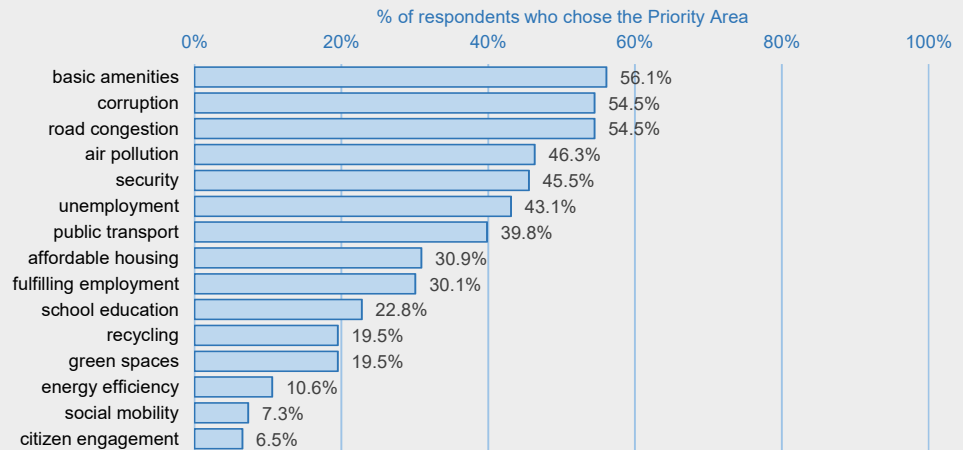
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



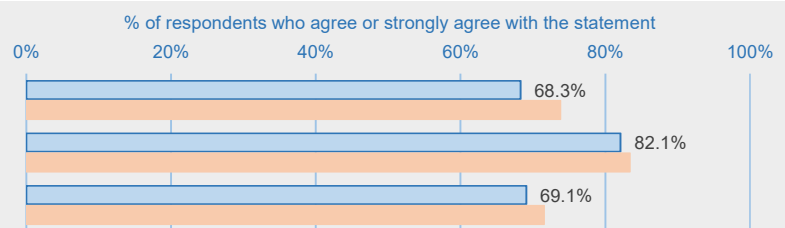
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

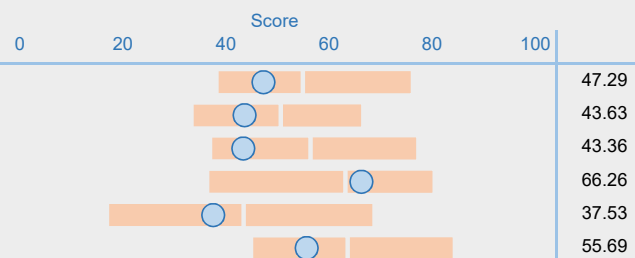
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



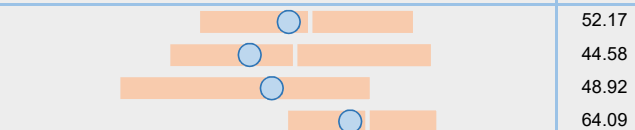
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

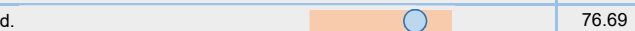
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

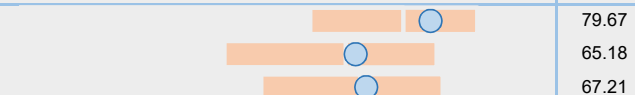


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



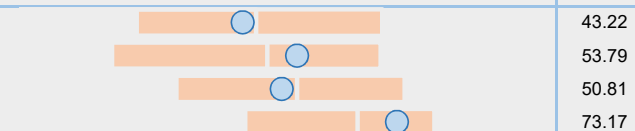
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Medan

SMART CITY
RANKING

82nd

Out of 102

GROUP

4

RATING

CC

From AAA to D

FACTOR
RATINGS

C

Structures

CC

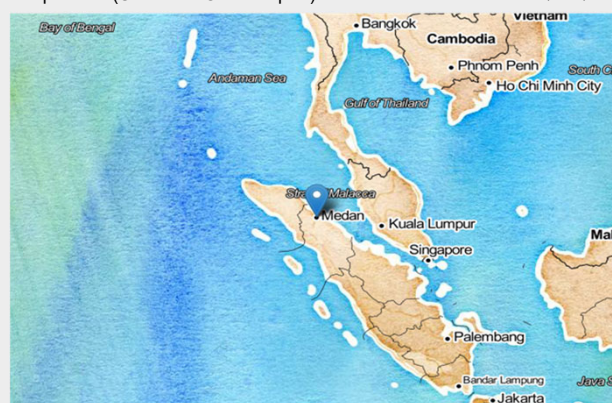
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.686 | 0.691 | 0.694 |
| Life expectancy at Birth | 69.0 | 69.2 | 69.4 |
| Expected years of schooling | 12.7 | 12.8 | 12.8 |
| Mean years of schooling | 7.9 | 8.0 | 8.0 |
| GNI per capita (PPP \$) | 10,037 | 10,437 | 10,846 |

City

Population (UN World Cities Report) 2,204,000



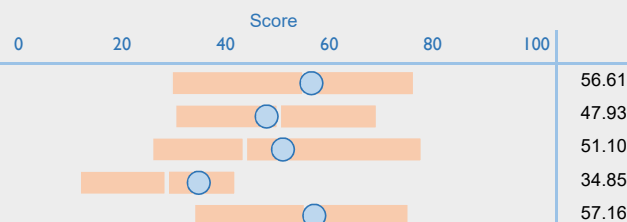
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

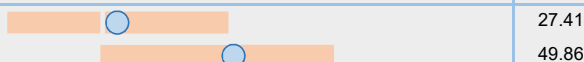
- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



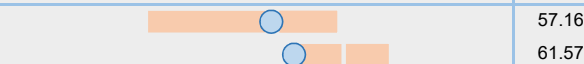
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



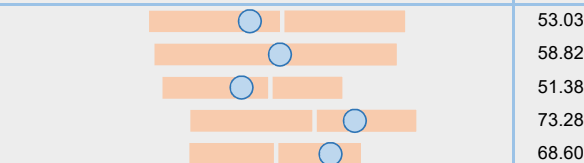
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



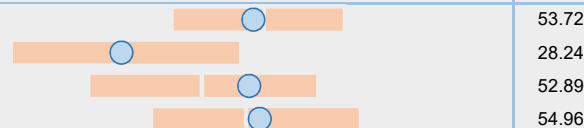
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



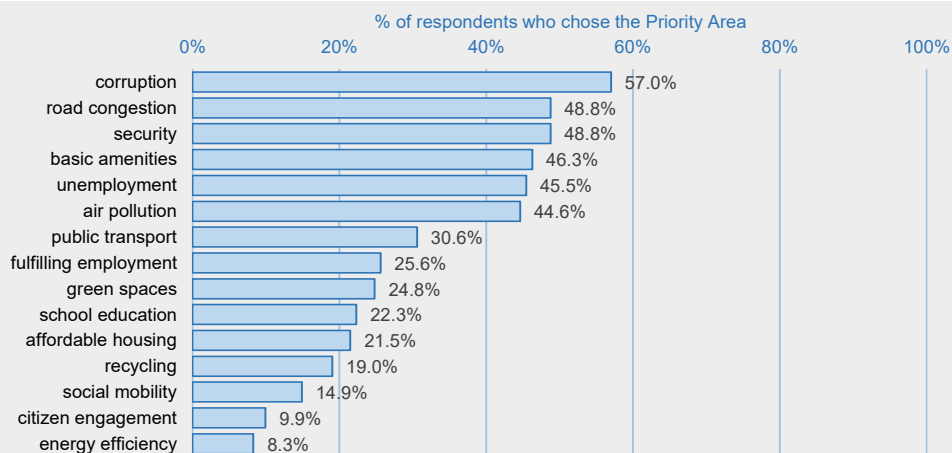
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



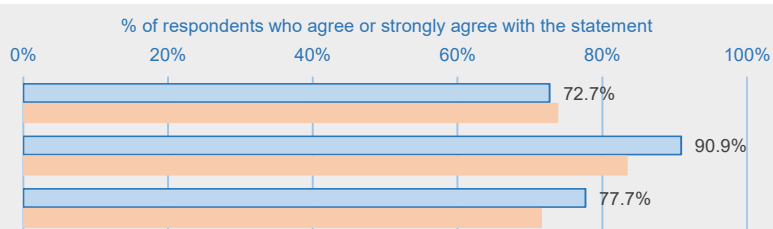
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

| Statement | Score | Value |
|--|-------|-------|
| Online reporting of city maintenance problems provides a speedy solution. | 53.86 | 53.86 |
| A website or App allows to give away unwanted items to other city residents. | 50.55 | 50.55 |
| Free public wifi has improved access to services. | 59.09 | 59.09 |
| CCTV cameras make residents feel safer. | 65.56 | 65.56 |
| A website or App allows effective monitoring of air pollution. | 50.69 | 50.69 |
| Arranging medical appointments online has improved access. | 61.85 | 61.85 |

Mobility

| | |
|---|-------|
| Car-sharing Apps have reduced congestion. | 57.16 |
| Apps that direct you to an available parking space have reduced journey time. | 53.31 |
| Bicycle hiring has reduced congestion. | 49.17 |
| Online scheduling and ticket sales make public transport easier to use. | 70.94 |

Activities

| | |
|---|-------|
| Online purchasing of tickets to shows and museums has made it easier to attend. | 69.01 |
|---|-------|

Opportunities (Work & School)

| | |
|--|-------|
| Online access to job listings has made it easier to find work. | 72.18 |
| IT skills are taught well in schools. | 69.97 |
| Online services provided by the city has made it easier to start a new business. | 69.70 |

Governance

| | |
|--|-------|
| Online public access to city finances has reduced corruption. | 50.28 |
| Online voting has increased participation. | 56.34 |
| An online platform where residents can propose ideas has improved city life. | 55.37 |
| Processing Identification Documents online has reduced waiting times. | 64.33 |

Medellin

SMART CITY RANKING

91st

Out of 102

GROUP

4

RATING

C

From AAA to D

FACTOR RATINGS

C

Structures

CC

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.742 | 0.747 | 0.747 |
| Life expectancy at Birth | 74.2 | 74.4 | 74.6 |
| Expected years of schooling | 14.4 | 14.4 | 14.4 |
| Mean years of schooling | 8.1 | 8.3 | 8.3 |
| GNI per capita (PPP \$) | 12,772 | 13,050 | 12,938 |

City

Population (UN World Cities Report) 3,911,000



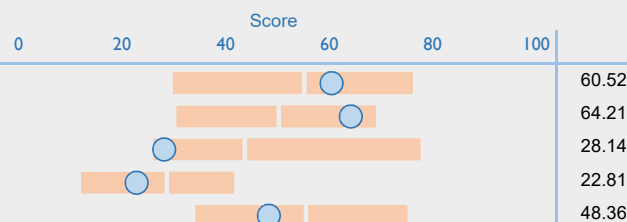
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

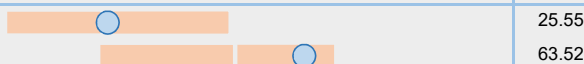
- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



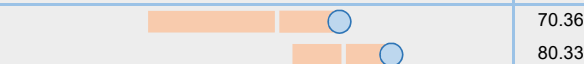
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



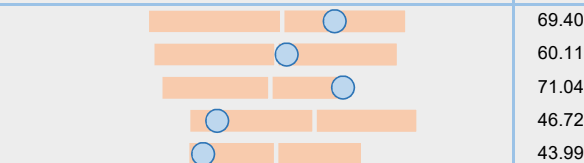
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



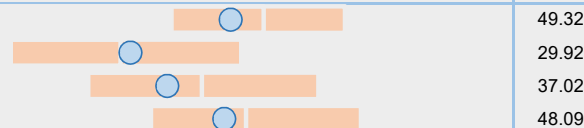
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



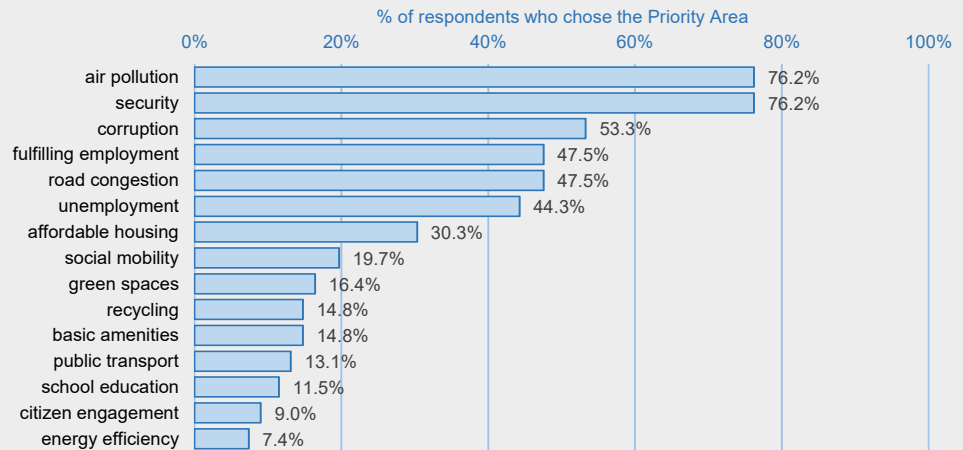
Governance

- Information on local government decisions are easily accessible.
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PRIORITY AREAS

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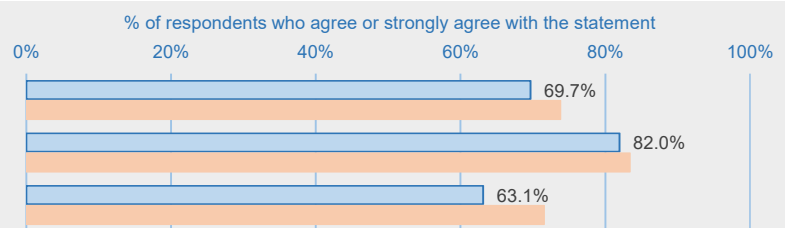
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.

Score

0 20 40 60 80 100

55.87

52.32

77.32

60.93

60.38

69.54

Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.

50.96

59.43

68.31

63.52

Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

76.64

Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.

65.71

66.26

63.66

Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.

38.66

40.16

52.05

62.43

Melbourne

SMART CITY RANKING

24th

Out of 102

GROUP

1

RATING

BBB

From AAA to D

FACTOR RATINGS

BBB

Structures

BBB

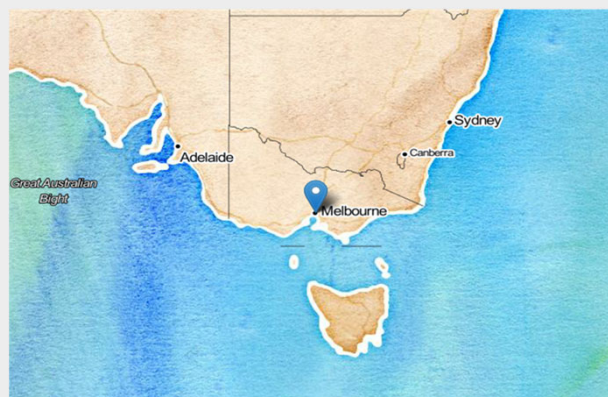
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.936 | 0.938 | 0.939 |
| Life expectancy at Birth | 82.7 | 82.9 | 83.1 |
| Expected years of schooling | 23.3 | 22.9 | 22.9 |
| Mean years of schooling | 12.8 | 12.9 | 12.9 |
| GNI per capita (PPP \$) | 43,138 | 43,637 | 43,560 |

City

| | |
|-------------------------------------|-----------|
| Population (UN World Cities Report) | 4,203,000 |
|-------------------------------------|-----------|



Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

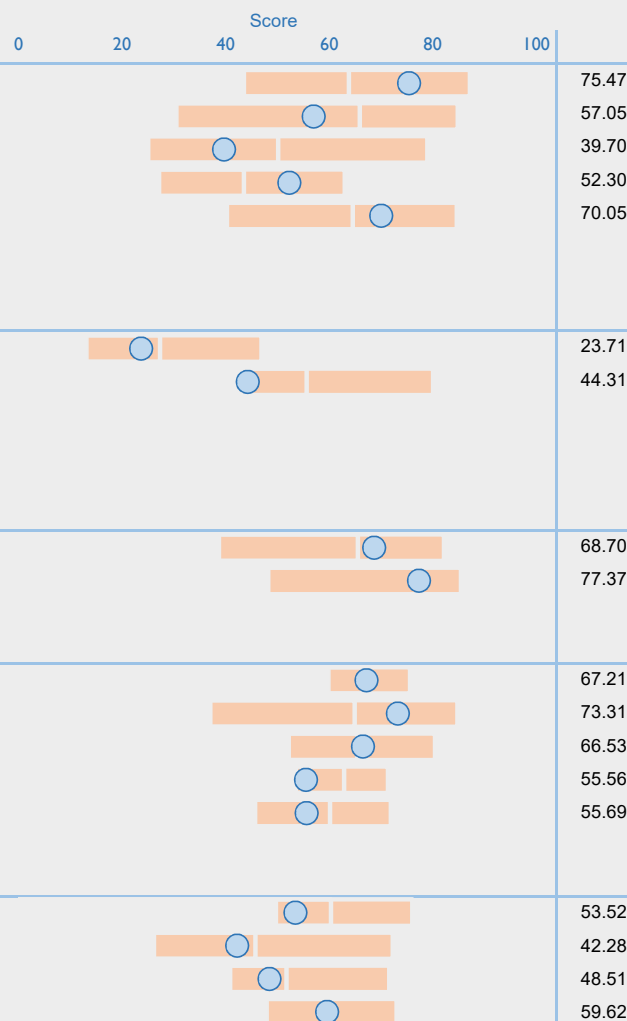
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

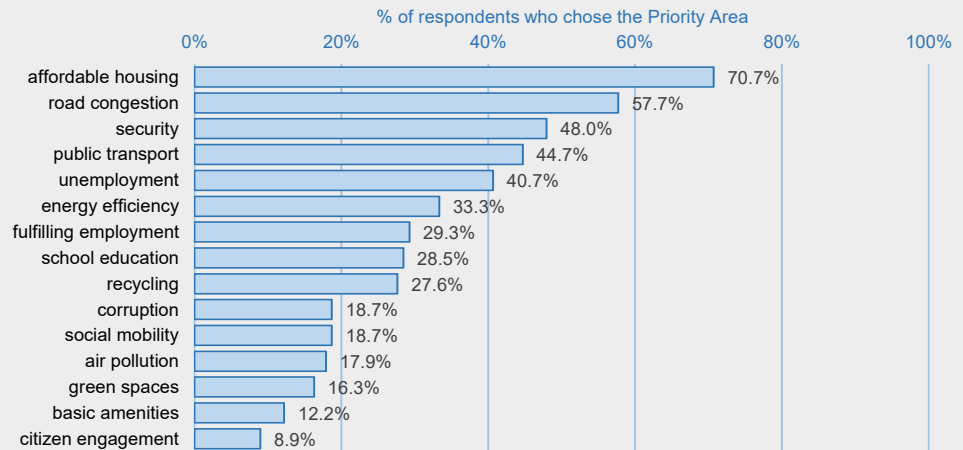
- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



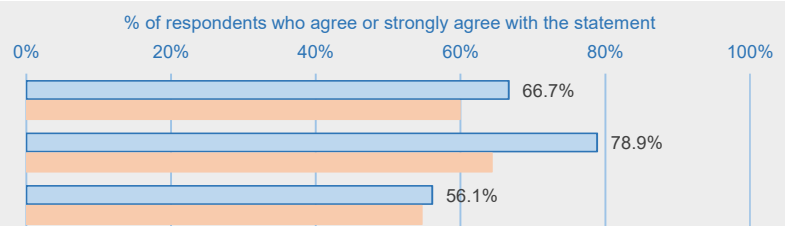
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

| Statement | Score | City Score |
|--|-------|------------|
| Online reporting of city maintenance problems provides a speedy solution. | 49.32 | 50 |
| A website or App allows to give away unwanted items to other city residents. | 57.86 | 55 |
| Free public wifi has improved access to services. | 58.67 | 58 |
| CCTV cameras make residents feel safer. | 61.79 | 60 |
| A website or App allows effective monitoring of air pollution. | 33.60 | 35 |
| Arranging medical appointments online has improved access. | 64.36 | 62 |

Mobility

| Statement | Score | City Score |
|---|-------|------------|
| Car-sharing Apps have reduced congestion. | 42.55 | 45 |
| Apps that direct you to an available parking space have reduced journey time. | 37.80 | 40 |
| Bicycle hiring has reduced congestion. | 36.86 | 42 |
| Online scheduling and ticket sales make public transport easier to use. | 55.42 | 58 |

Activities

| Statement | Score | City Score |
|---|-------|------------|
| Online purchasing of tickets to shows and museums has made it easier to attend. | 73.71 | 75 |

Opportunities (Work & School)

| Statement | Score | City Score |
|--|-------|------------|
| Online access to job listings has made it easier to find work. | 72.76 | 75 |
| IT skills are taught well in schools. | 57.86 | 60 |
| Online services provided by the city has made it easier to start a new business. | 52.98 | 55 |

Governance

| Statement | Score | City Score |
|--|-------|------------|
| Online public access to city finances has reduced corruption. | 41.87 | 45 |
| Online voting has increased participation. | 45.93 | 48 |
| An online platform where residents can propose ideas has improved city life. | 47.29 | 50 |
| Processing Identification Documents online has reduced waiting times. | 57.45 | 55 |

Mexico City

SMART CITY
RANKING

88th

Out of 102

GROUP

3

RATING

CC

From AAA to D

FACTOR
RATINGS

CC

Structures

CC

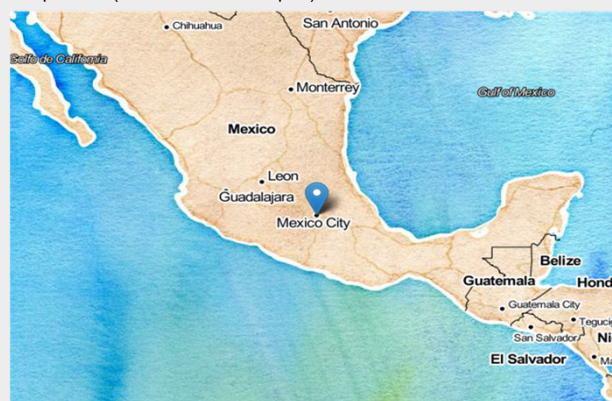
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.767 | 0.772 | 0.774 |
| Life expectancy at Birth | 76.9 | 77.1 | 77.3 |
| Expected years of schooling | 13.7 | 14.1 | 14.1 |
| Mean years of schooling | 8.6 | 8.6 | 8.6 |
| GNI per capita (PPP \$) | 16,569 | 16,623 | 16,944 |

City

| | |
|-------------------------------------|------------|
| Population (UN World Cities Report) | 20,999,000 |
|-------------------------------------|------------|



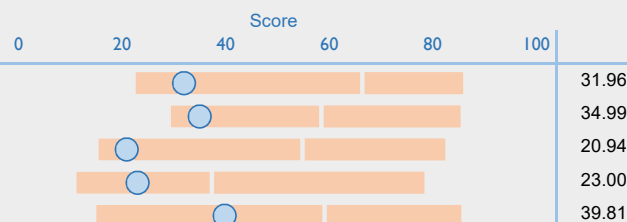
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

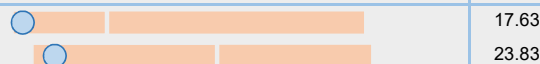
- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



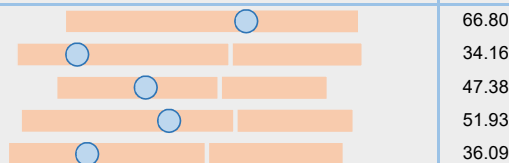
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



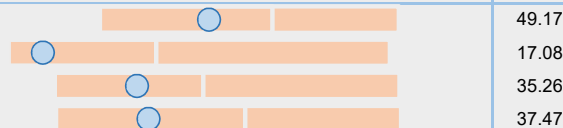
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



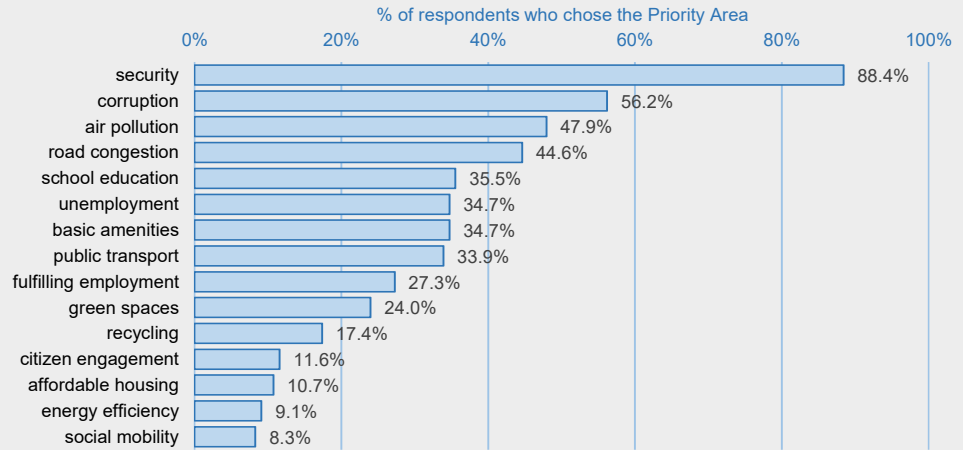
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



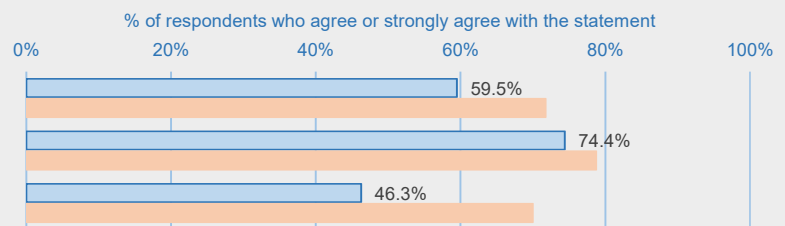
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

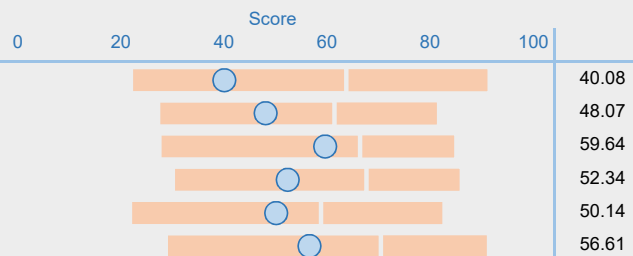
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



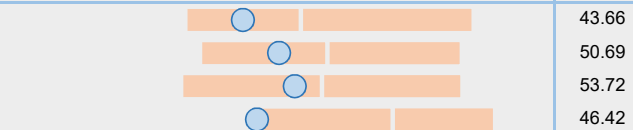
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

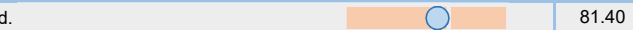
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

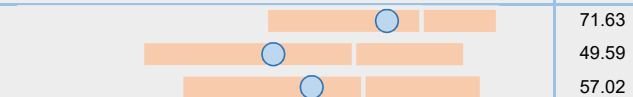


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



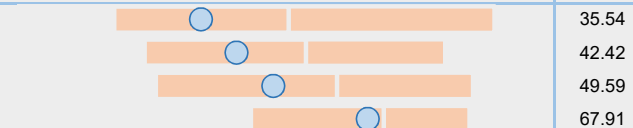
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Milan

SMART CITY RANKING

22nd

Out of 102

GROUP

2

RATING

B B B

From AAA to D

FACTOR RATINGS

B B

Structures

B B

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.876 | 0.878 | 0.880 |
| Life expectancy at Birth | 82.8 | 83.0 | 83.2 |
| Expected years of schooling | 16.3 | 16.3 | 16.3 |
| Mean years of schooling | 10.2 | 10.2 | 10.2 |
| GNI per capita (PPP \$) | 34,115 | 34,733 | 35,299 |

City

Population (UN World Cities Report) 3,099,000



Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

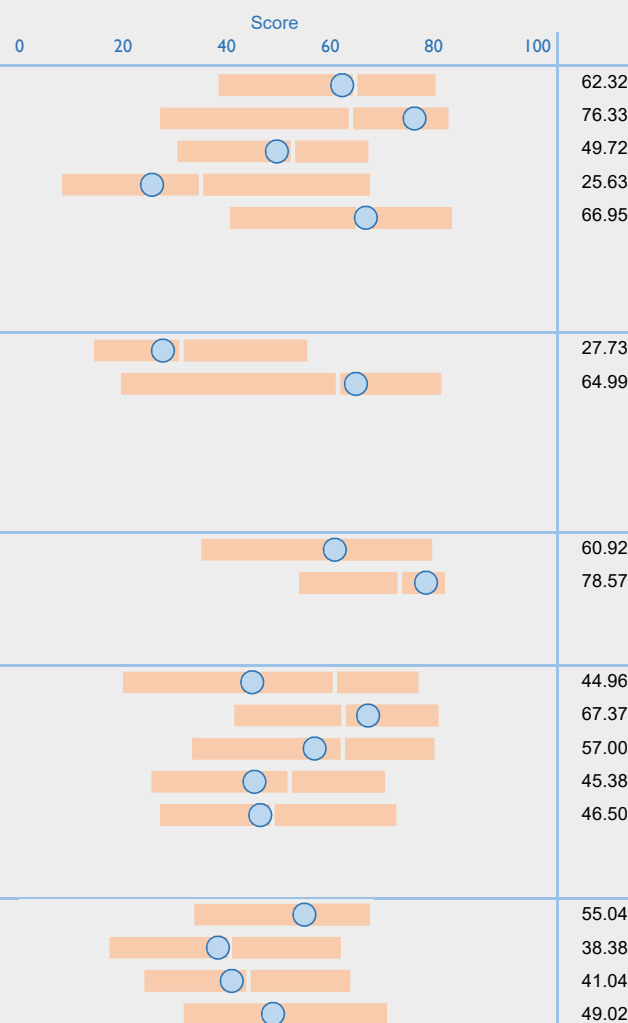
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

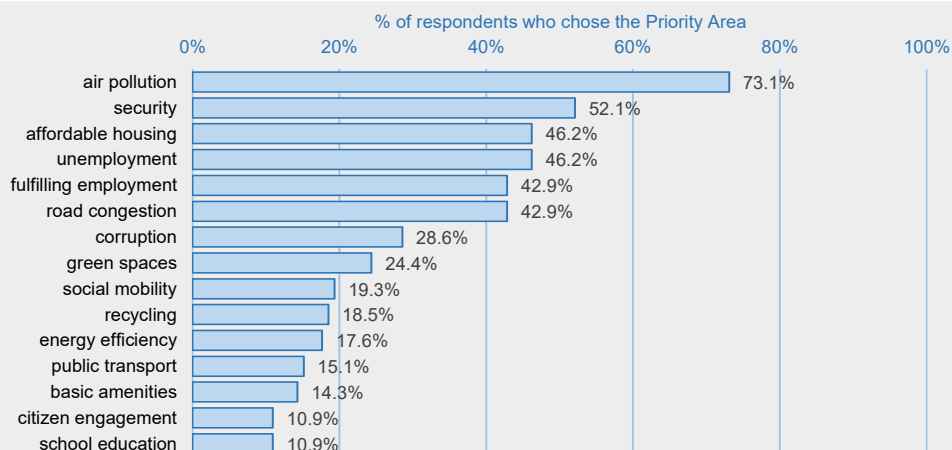
- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



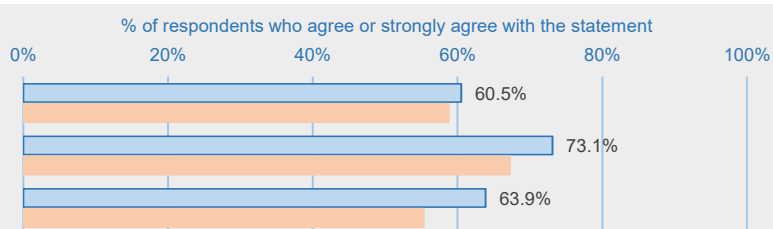
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

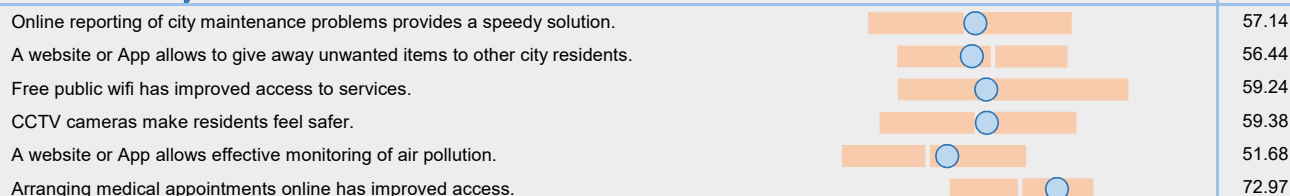
LEGEND: GROUP MEAN CITY



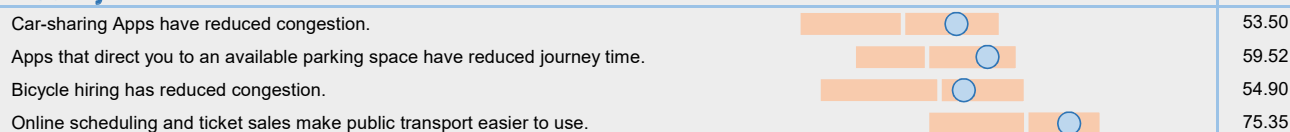
TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

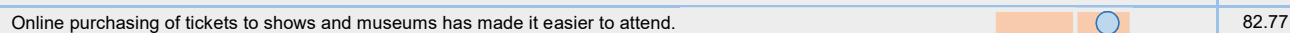
Health & Safety



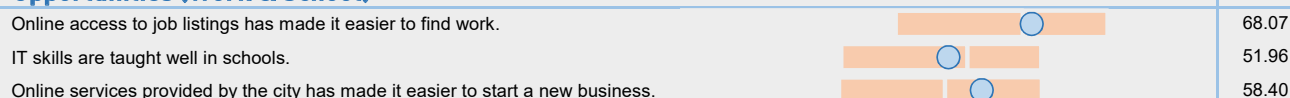
Mobility



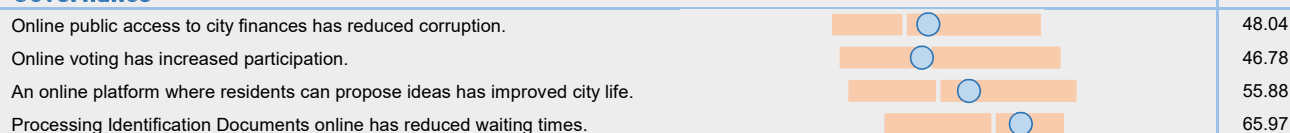
Activities



Opportunities (Work & School)



Governance



Montreal

SMART CITY RANKING

16th

Out of 102

GROUP

1

RATING

A

From AAA to D

FACTOR RATINGS

A

Structures

BBB

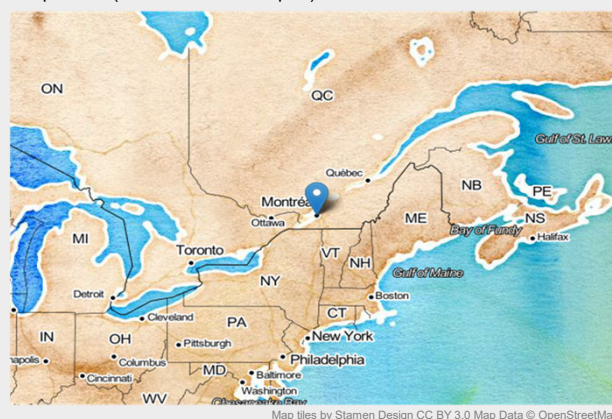
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.920 | 0.922 | 0.926 |
| Life expectancy at Birth | 82.2 | 82.4 | 82.5 |
| Expected years of schooling | 16.3 | 16.4 | 16.4 |
| Mean years of schooling | 13.1 | 13.1 | 13.3 |
| GNI per capita (PPP \$) | 42,512 | 42,664 | 43,433 |

City

Population (UN World Cities Report) 3,981,000



STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

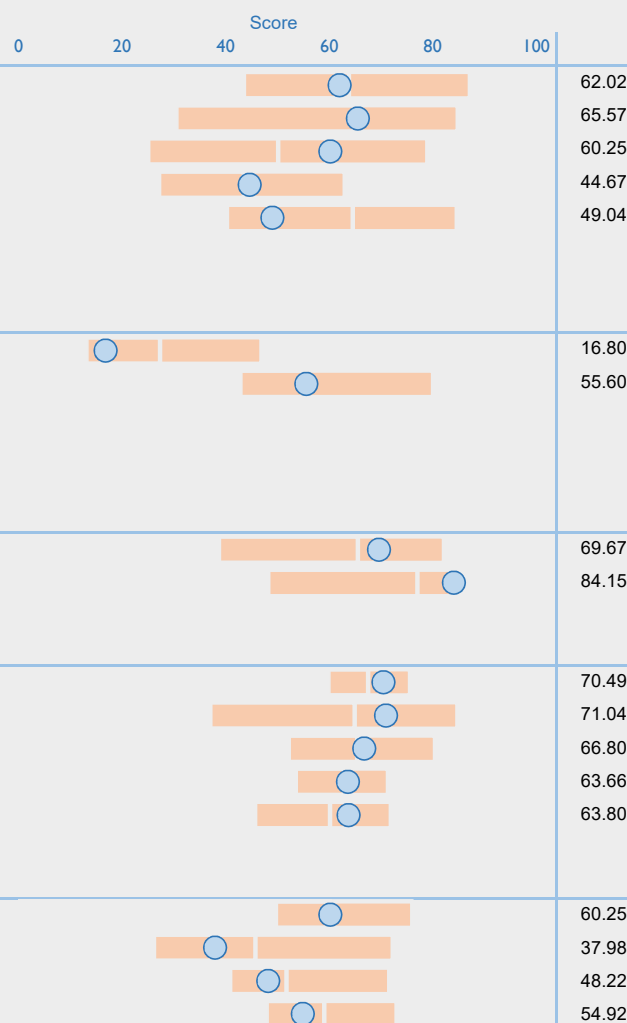
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

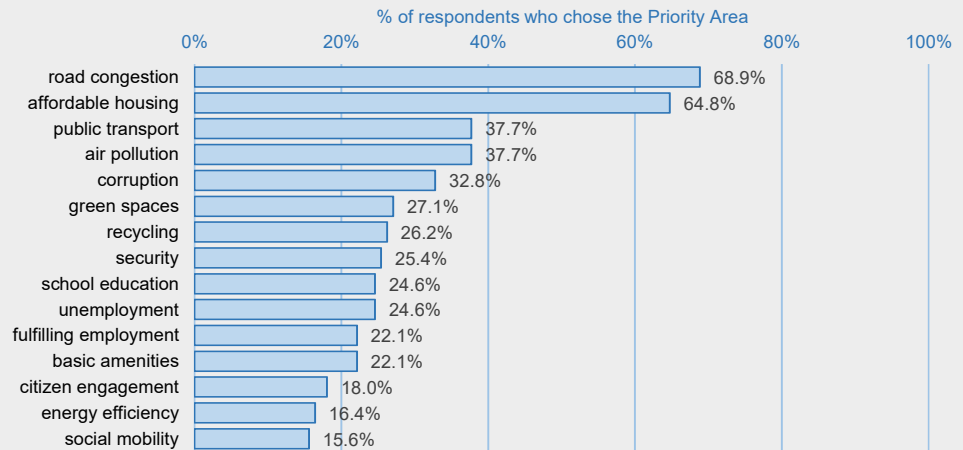
- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



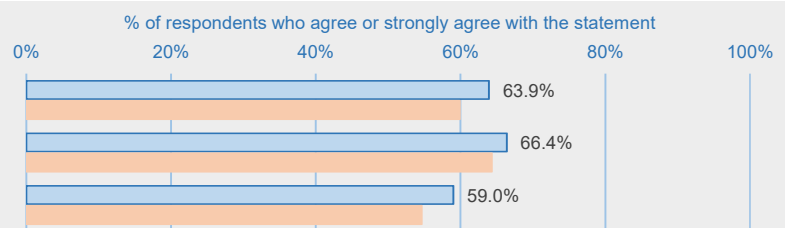
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

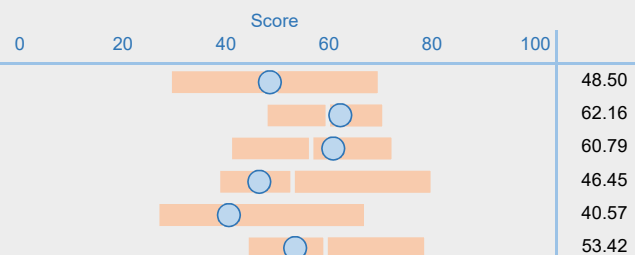
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



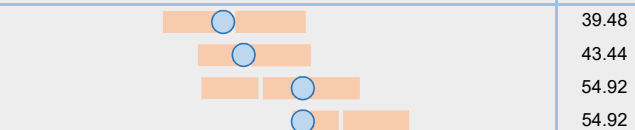
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

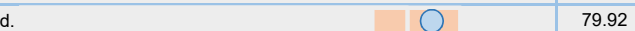
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

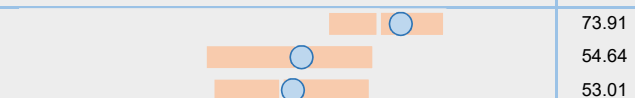


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Moscow

SMART CITY RANKING

72nd

Out of 102

GROUP

3

RATING

CCC

From AAA to D

FACTOR RATINGS

CCC

Structures

CCC

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.813 | 0.815 | 0.816 |
| Life expectancy at Birth | 70.9 | 71.1 | 71.2 |
| Expected years of schooling | 15.4 | 15.5 | 15.5 |
| Mean years of schooling | 12.0 | 12.0 | 12.0 |
| GNI per capita (PPP \$) | 23,909 | 23,843 | 24,233 |

City

Population (UN World Cities Report) 12,166,000

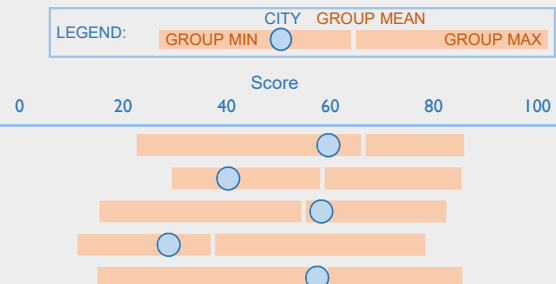


Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

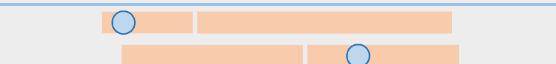
Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



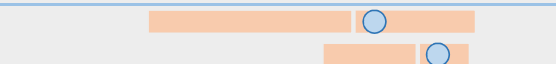
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



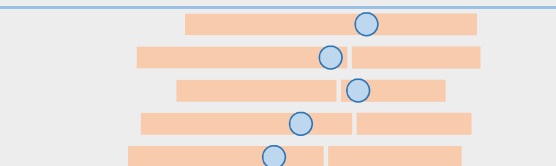
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



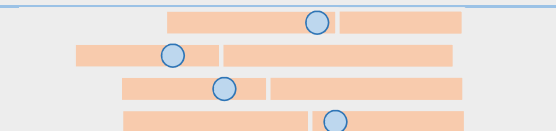
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



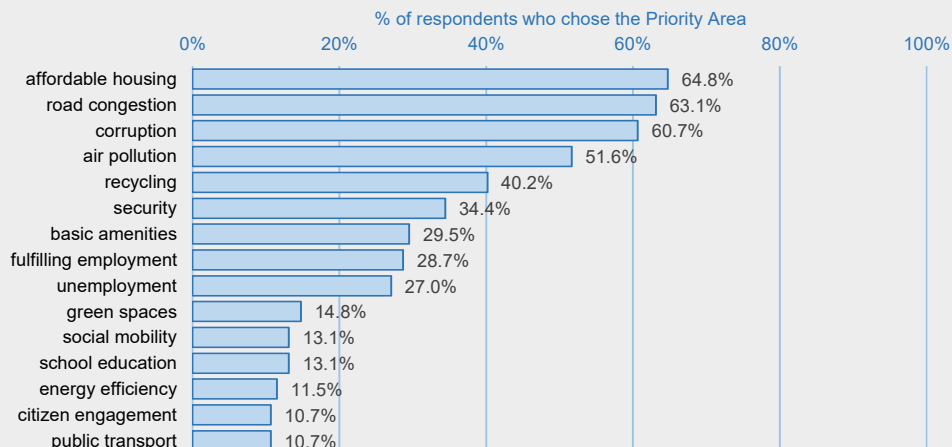
Governance

- Information on local government decisions are easily accessible.
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- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



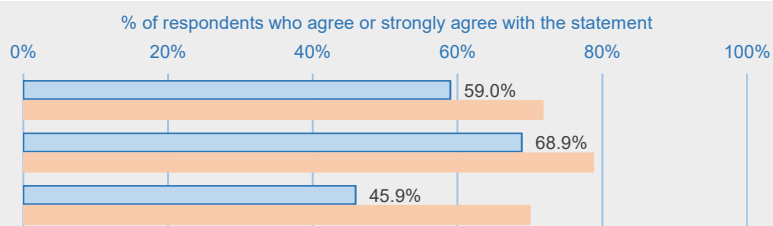
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

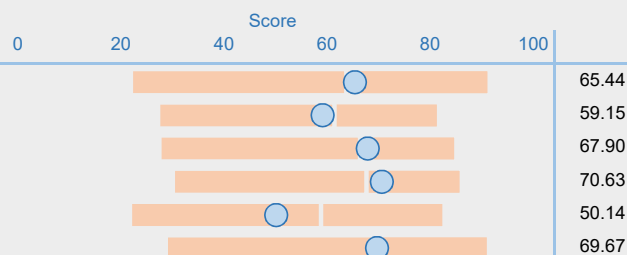
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



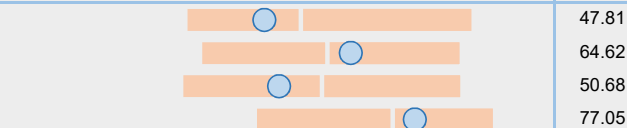
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

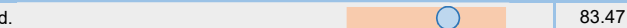
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

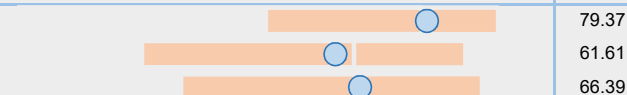


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



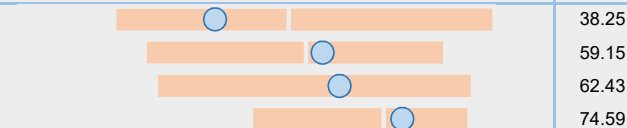
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Mumbai

SMART CITY RANKING

78th

Out of 102

GROUP

4

RATING

CC

From AAA to D

FACTOR RATINGS

CC

Structures

CC

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|-------|-------|-------|
| UN HDI | 0.627 | 0.636 | 0.640 |
| Life expectancy at Birth | 68.3 | 68.6 | 68.8 |
| Expected years of schooling | 12.0 | 12.3 | 12.3 |
| Mean years of schooling | 6.3 | 6.4 | 6.4 |
| GNI per capita (PPP \$) | 5,691 | 6,026 | 6,353 |

City

Population (UN World Cities Report) 21,043,000



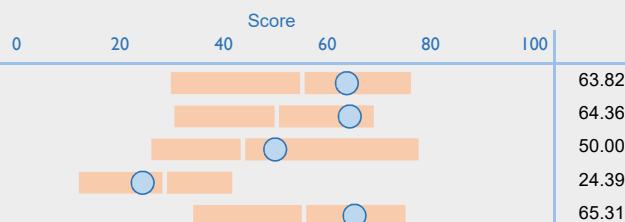
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

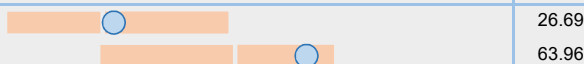
- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



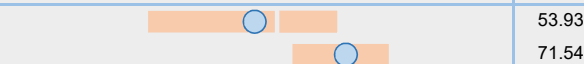
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



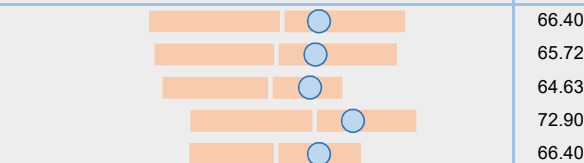
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



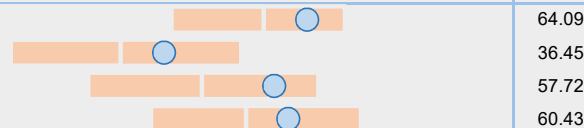
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



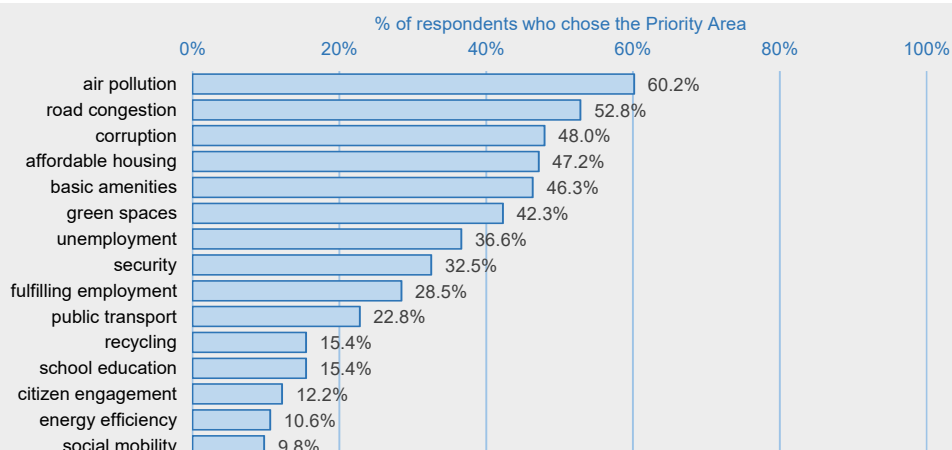
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



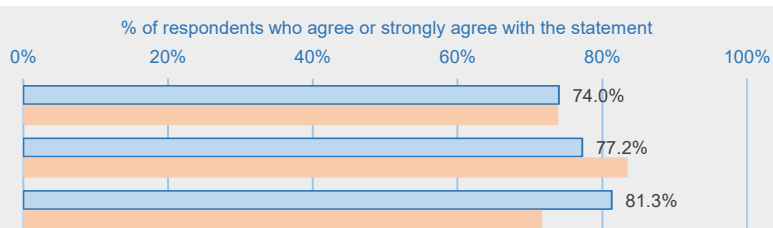
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

| Statement | Score | Value |
|--|-------|-------|
| Online reporting of city maintenance problems provides a speedy solution. | 59.21 | 59.21 |
| A website or App allows to give away unwanted items to other city residents. | 57.59 | 57.59 |
| Free public wifi has improved access to services. | 65.04 | 65.04 |
| CCTV cameras make residents feel safer. | 76.15 | 76.15 |
| A website or App allows effective monitoring of air pollution. | 50.81 | 50.81 |
| Arranging medical appointments online has improved access. | 71.00 | 71.00 |

Mobility

| | |
|---|-------|
| Car-sharing Apps have reduced congestion. | 65.04 |
| Apps that direct you to an available parking space have reduced journey time. | 58.94 |
| Bicycle hiring has reduced congestion. | 51.76 |
| Online scheduling and ticket sales make public transport easier to use. | 78.59 |

Activities

| | |
|---|-------|
| Online purchasing of tickets to shows and museums has made it easier to attend. | 84.28 |
|---|-------|

Opportunities (Work & School)

| | |
|--|-------|
| Online access to job listings has made it easier to find work. | 79.67 |
| IT skills are taught well in schools. | 68.56 |
| Online services provided by the city has made it easier to start a new business. | 73.98 |

Governance

| | |
|--|-------|
| Online public access to city finances has reduced corruption. | 58.13 |
| Online voting has increased participation. | 62.33 |
| An online platform where residents can propose ideas has improved city life. | 66.53 |
| Processing Identification Documents online has reduced waiting times. | 77.37 |

Nairobi

SMART CITY RANKING

100th

Out of 102

GROUP

4

RATING

D

From AAA to D

FACTOR RATINGS

D

Structures

D

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|-------|-------|-------|
| UN HDI | 0.578 | 0.585 | 0.590 |
| Life expectancy at Birth | 66.7 | 67.0 | 67.3 |
| Expected years of schooling | 11.7 | 11.9 | 12.1 |
| Mean years of schooling | 6.3 | 6.4 | 6.5 |
| GNI per capita (PPP \$) | 2,806 | 2,898 | 2,961 |

City

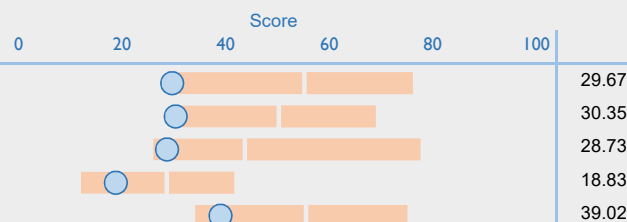
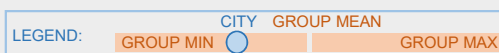
| | |
|-------------------------------------|-----------|
| Population (UN World Cities Report) | 3,915,000 |
|-------------------------------------|-----------|



STRUCTURES

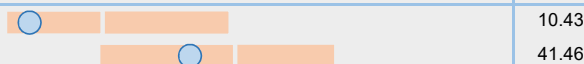
Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



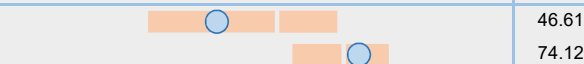
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



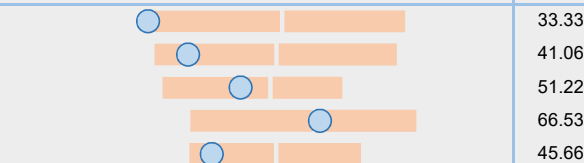
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



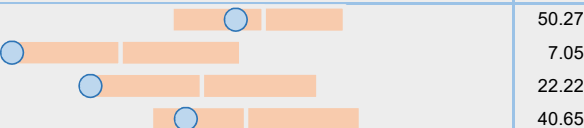
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



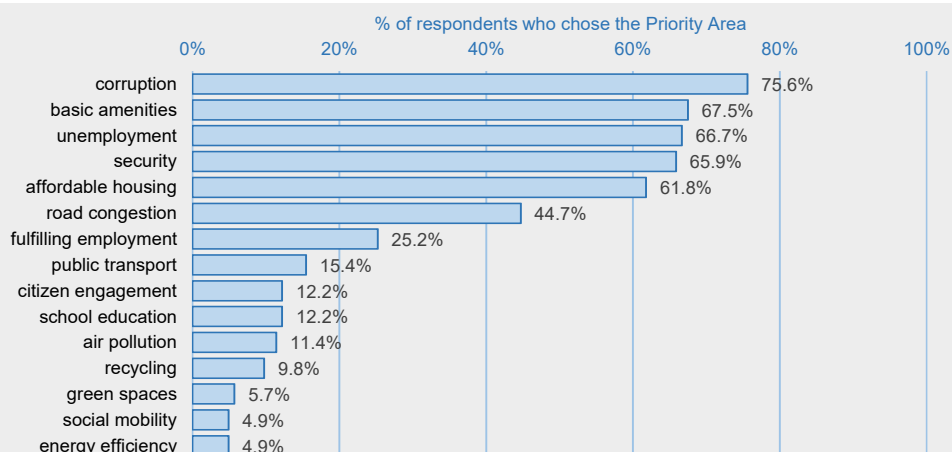
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



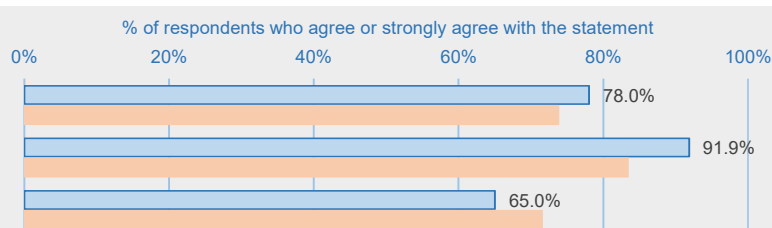
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

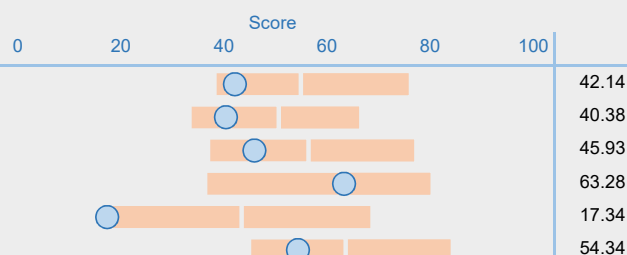
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



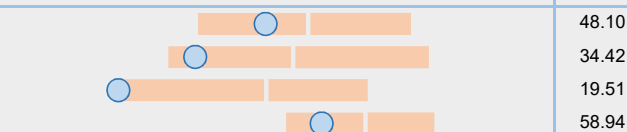
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

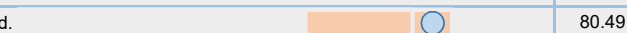
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

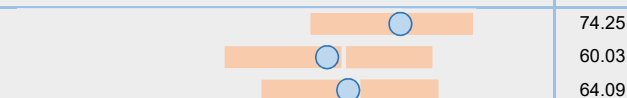


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Nanjing

SMART CITY
RANKING

55th

Out of 102

GROUP

3

RATING

B

From AAA to D

FACTOR
RATINGS

B

Structures

B B

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.743 | 0.748 | 0.752 |
| Life expectancy at Birth | 76.1 | 76.3 | 76.4 |
| Expected years of schooling | 13.8 | 13.8 | 13.8 |
| Mean years of schooling | 7.7 | 7.8 | 7.8 |
| GNI per capita (PPP \$) | 13,519 | 14,354 | 15,270 |

City

Population (UN World Cities Report) 7,369,000



Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

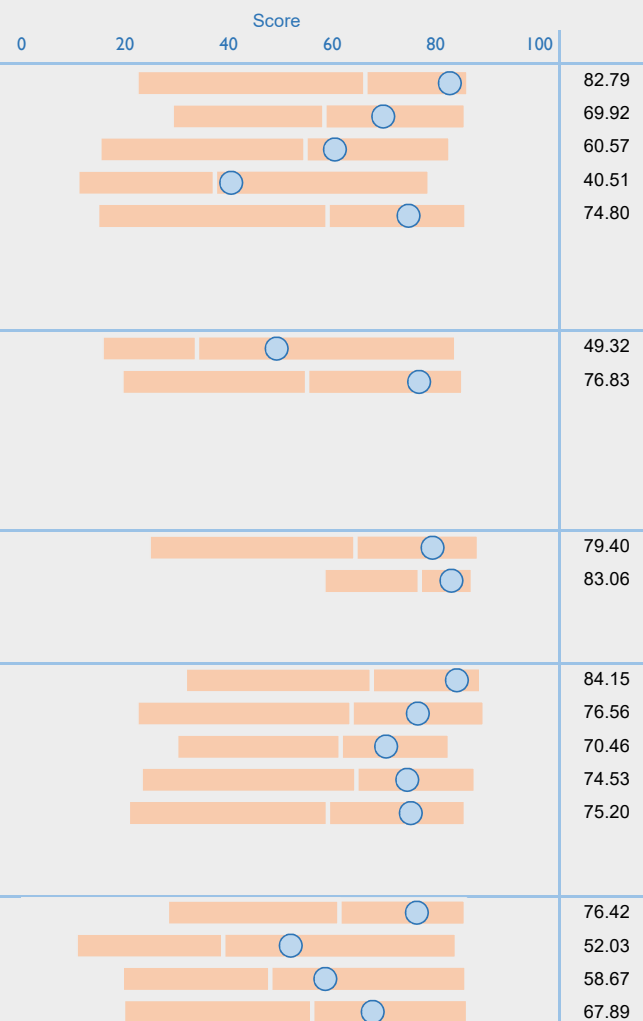
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

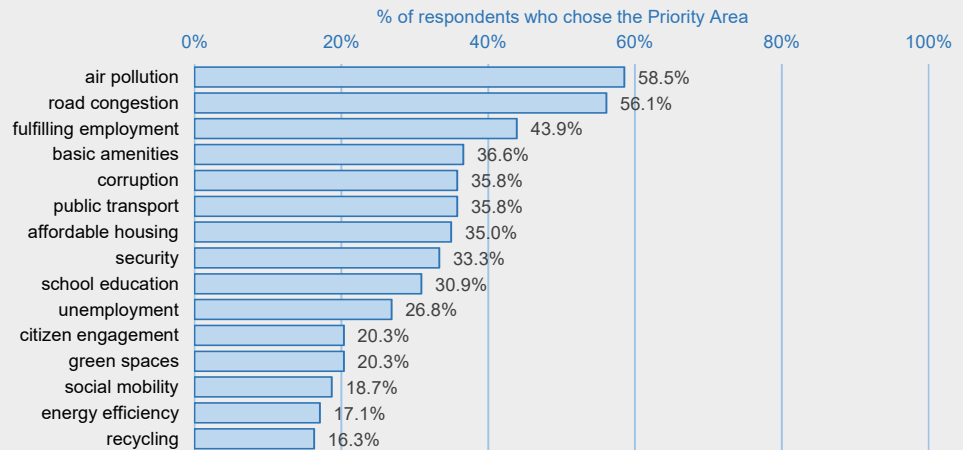
- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



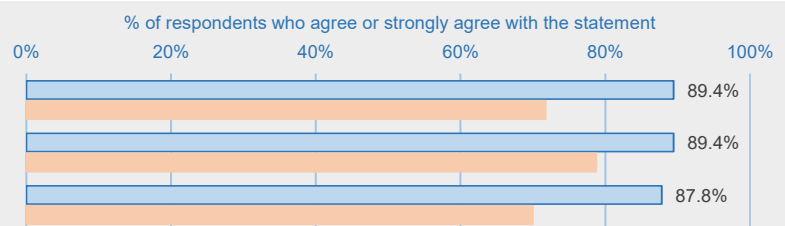
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

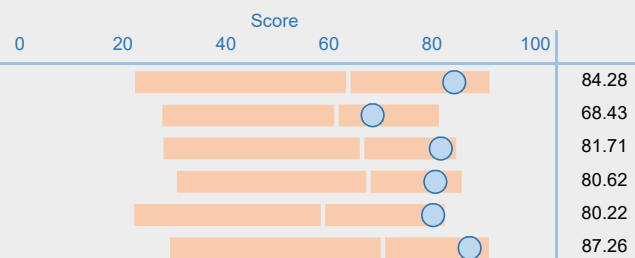
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



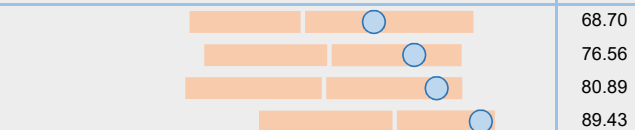
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

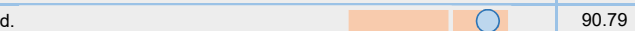
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

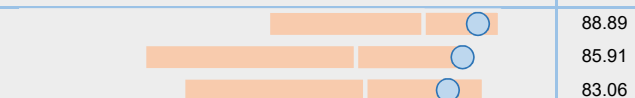


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



New Delhi

SMART CITY
RANKING

68th

Out of 102

GROUP

4

RATING

CCC

From AAA to D

FACTOR
RATINGS

CCC

Structures

CCC

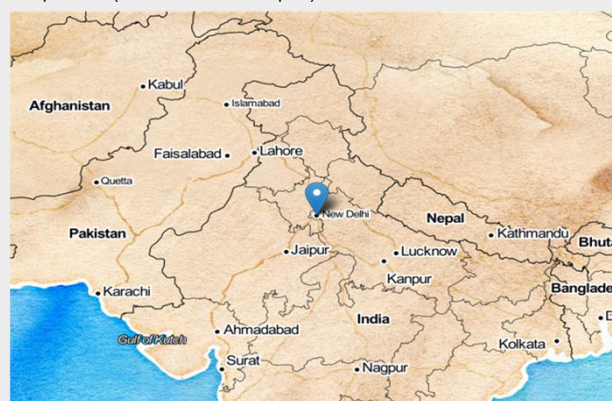
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|-------|-------|-------|
| UN HDI | 0.627 | 0.636 | 0.640 |
| Life expectancy at Birth | 68.3 | 68.6 | 68.8 |
| Expected years of schooling | 12.0 | 12.3 | 12.3 |
| Mean years of schooling | 6.3 | 6.4 | 6.4 |
| GNI per capita (PPP \$) | 5,691 | 6,026 | 6,353 |

City

| | |
|-------------------------------------|------------|
| Population (UN World Cities Report) | 25,703,000 |
|-------------------------------------|------------|

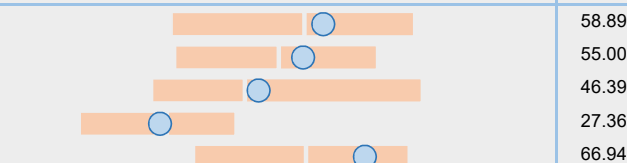
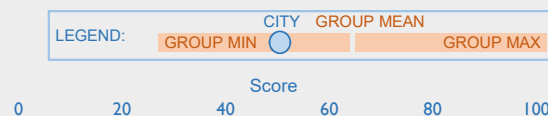


Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

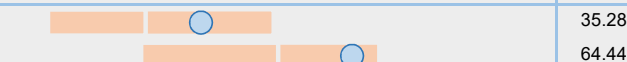
Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



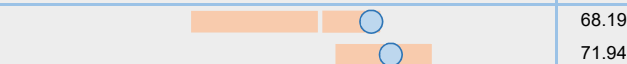
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



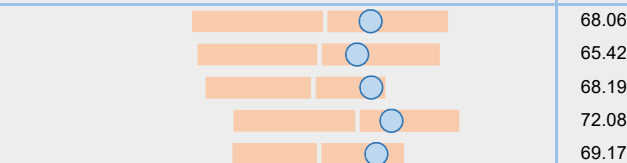
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



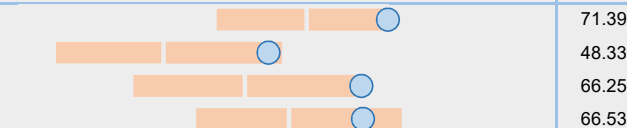
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



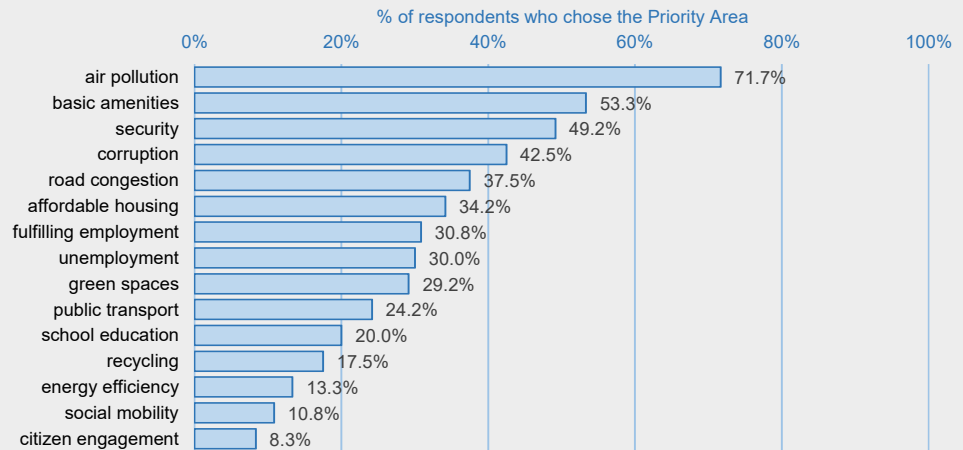
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



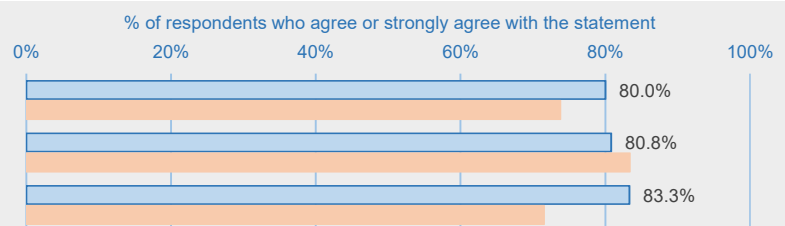
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

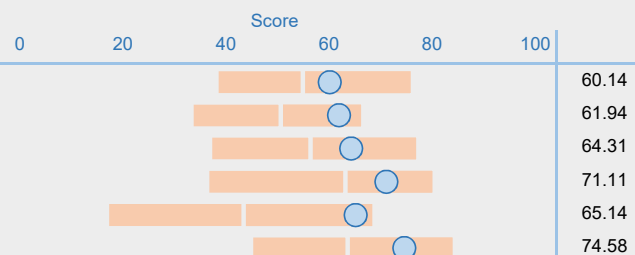
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



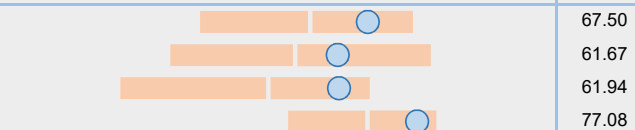
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

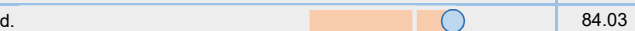
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

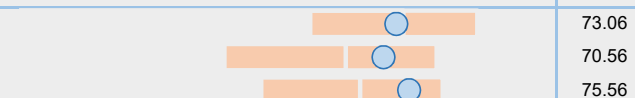


Opportunities (Work & School)

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IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



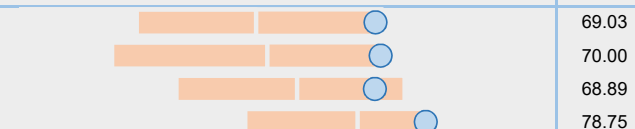
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



New York

SMART CITY
RANKING

38th

Out of 102

GROUP

1

RATING

B B B

From AAA to D

FACTOR
RATINGS

B B

A

Structures

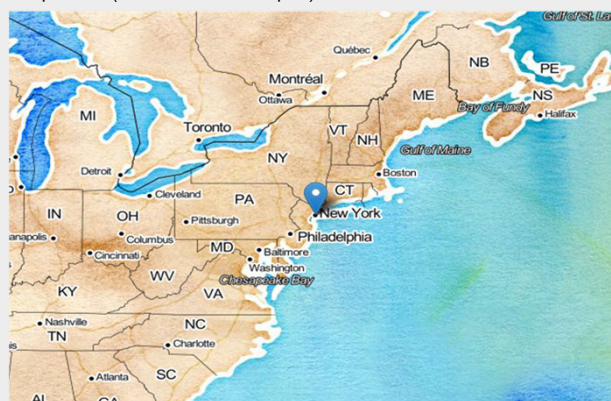
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.920 | 0.922 | 0.924 |
| Life expectancy at Birth | 79.2 | 79.4 | 79.5 |
| Expected years of schooling | 16.5 | 16.5 | 16.5 |
| Mean years of schooling | 13.3 | 13.4 | 13.4 |
| GNI per capita (PPP \$) | 53,741 | 54,104 | 54,941 |

City

Population (UN World Cities Report) 18,593,000

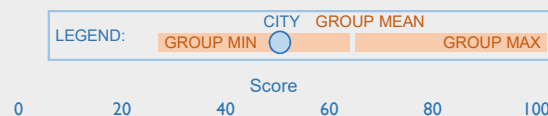


Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
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- Air pollution is not a problem.
- Medical services provision is satisfactory.



54.68
59.92
39.53
27.41
57.85

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

22.04
43.11

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

59.78
74.38

Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

62.95
52.20
61.57
60.06
55.65

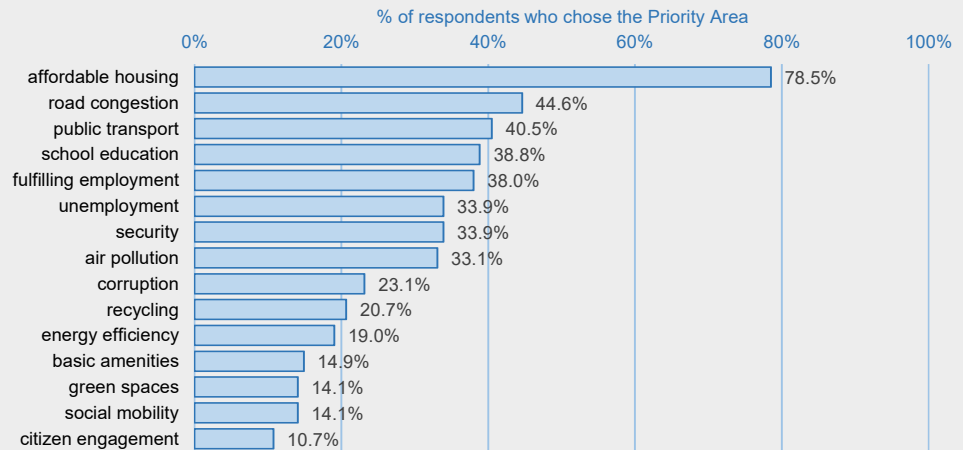
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

61.02
29.34
47.80
51.24

PRIORITY AREAS

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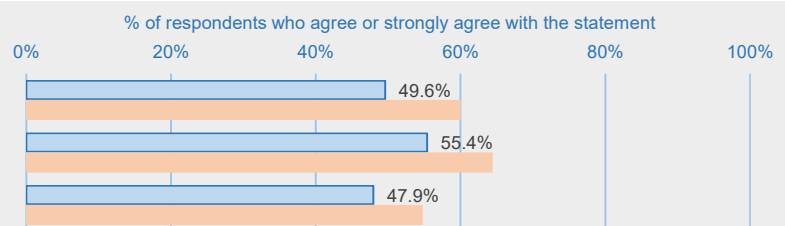
ATTITUDES

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You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

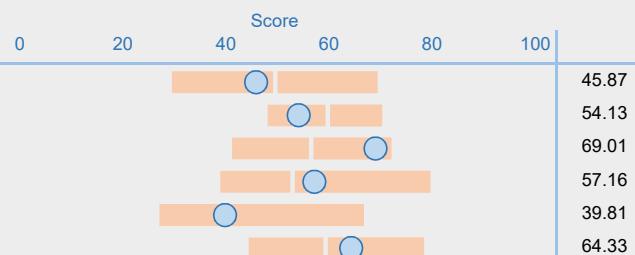
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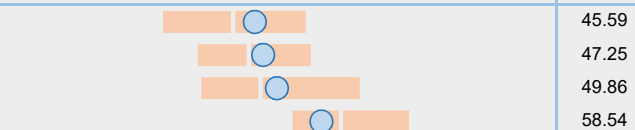
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

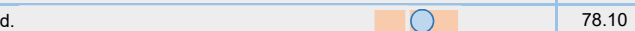
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

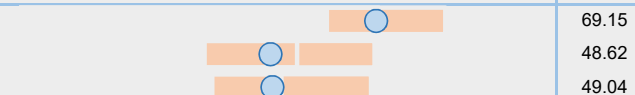


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



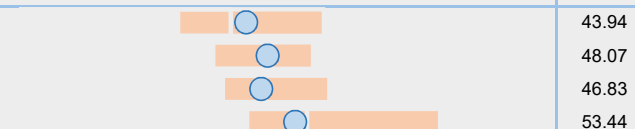
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



SMART CITY RANKING

63rd

Out of 102

GROUP

2

RATING

B

From AAA to D

FACTOR RATINGS

B B

Structures

C C C

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.905 | 0.907 | 0.909 |
| Life expectancy at Birth | 83.6 | 83.8 | 83.9 |
| Expected years of schooling | 15.2 | 15.2 | 15.2 |
| Mean years of schooling | 12.5 | 12.7 | 12.8 |
| GNI per capita (PPP \$) | 39,322 | 38,267 | 38,986 |

City

Population (UN World Cities Report) 20,238,000

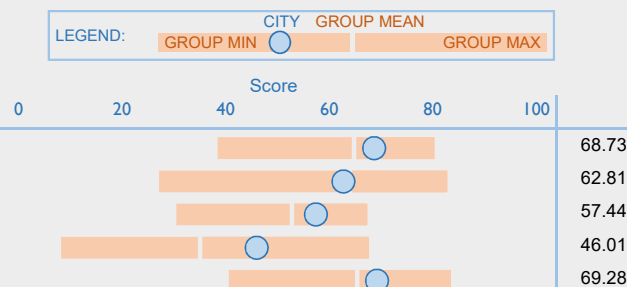


Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



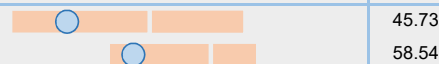
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



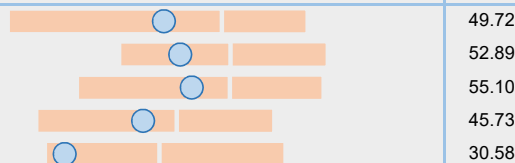
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



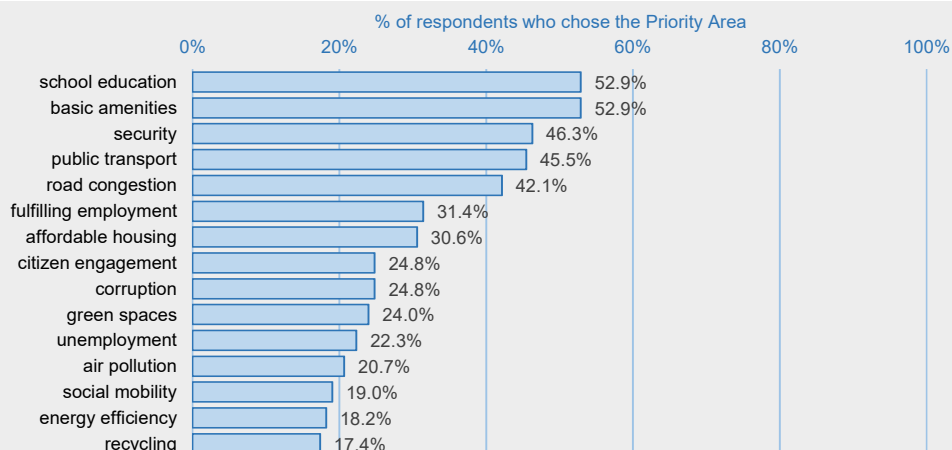
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



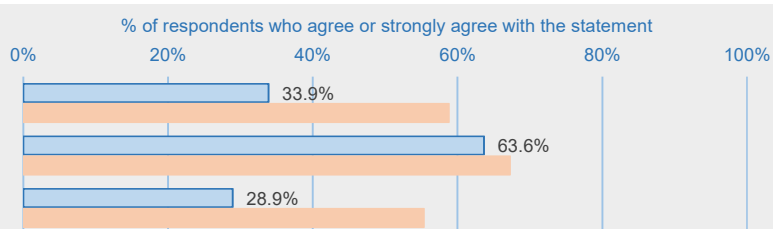
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.

Score

0 20 40 60 80 100

51.93

60.19

52.75

59.78

39.26

54.41

Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.

27.13

37.47

31.13

55.65

Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

61.16

Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.

64.05

34.02

31.13

Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.

33.75

30.85

32.51

39.53

SMART CITY RANKING

3rd

Out of 102

GROUP

1

RATING

AA

From AAA to D

FACTOR RATINGS

AAA

Structures

AA

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.948 | 0.951 | 0.953 |
| Life expectancy at Birth | 82.0 | 82.2 | 82.3 |
| Expected years of schooling | 17.7 | 17.9 | 17.9 |
| Mean years of schooling | 12.5 | 12.6 | 12.6 |
| GNI per capita (PPP \$) | 67,028 | 67,340 | 68,012 |

City

Population (UN World Cities Report) 986,000



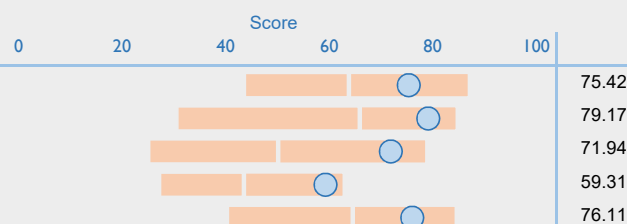
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
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- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



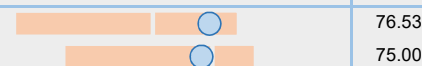
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



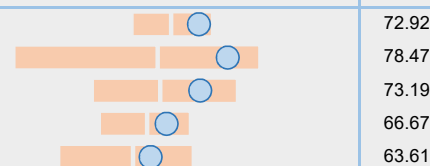
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



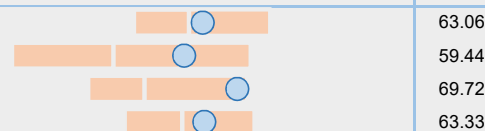
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



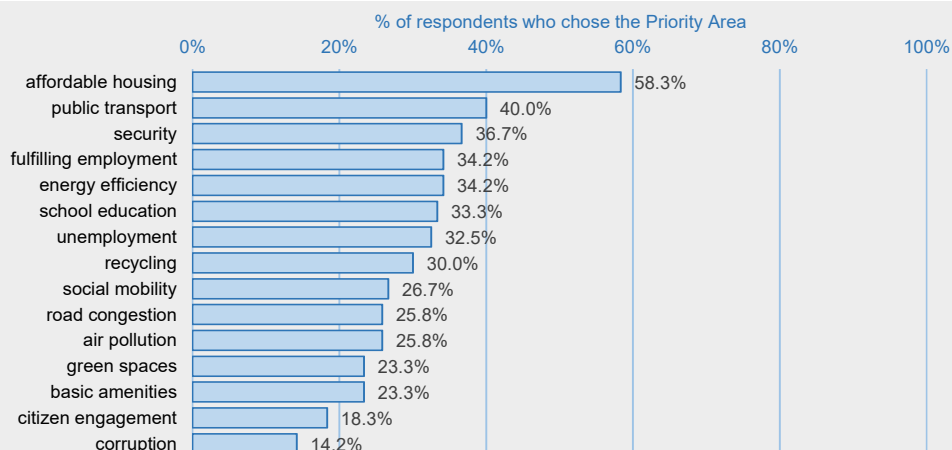
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



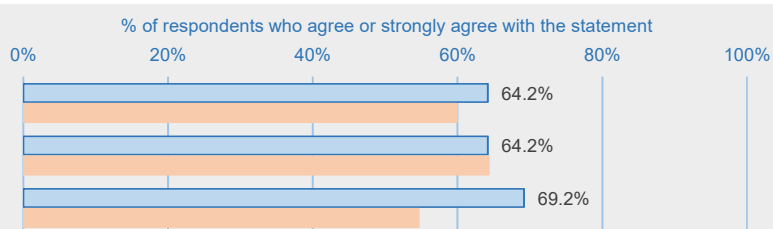
ATTITUDES

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LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

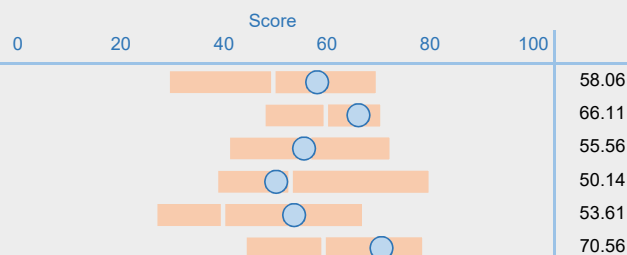
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



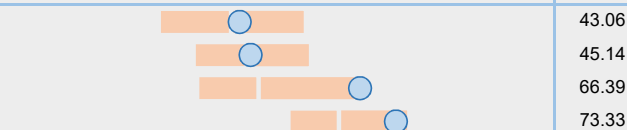
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

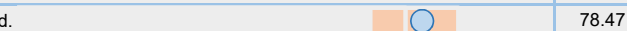
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

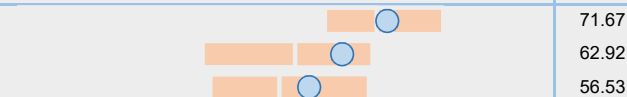


Opportunities (Work & School)

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IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



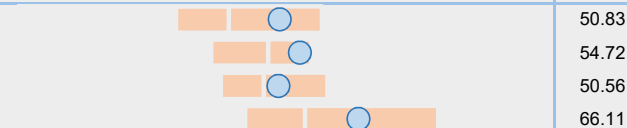
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Paris

SMART CITY RANKING

51st

Out of 102

GROUP

2

RATING

B B

From AAA to D

FACTOR RATINGS

B B

Structures

B B

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.898 | 0.899 | 0.901 |
| Life expectancy at Birth | 82.4 | 82.5 | 82.7 |
| Expected years of schooling | 16.4 | 16.4 | 16.4 |
| Mean years of schooling | 11.5 | 11.5 | 11.5 |
| GNI per capita (PPP \$) | 38,367 | 38,702 | 39,254 |

City

Population (UN World Cities Report) 10,843,000



Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

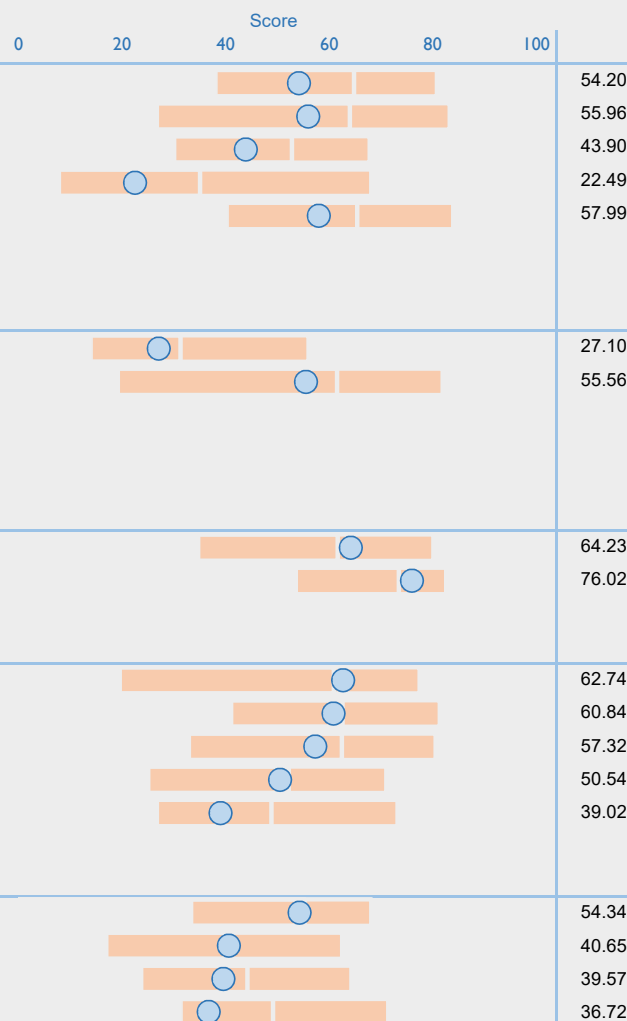
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

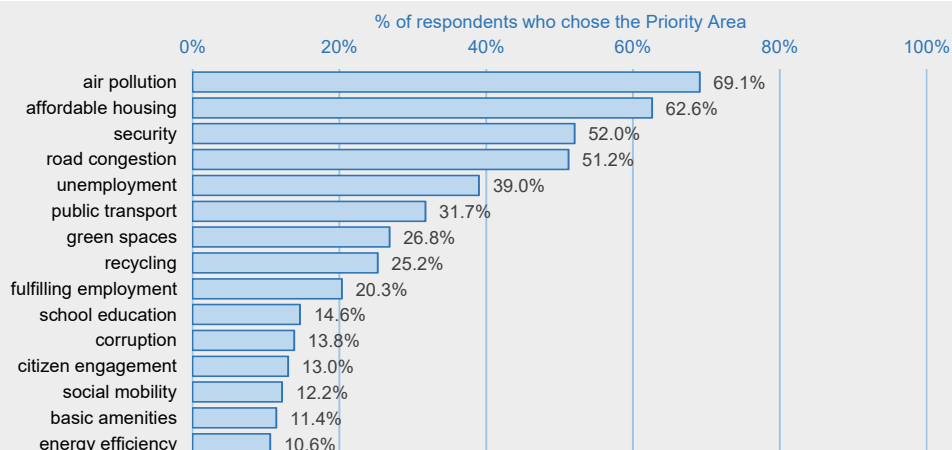
- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



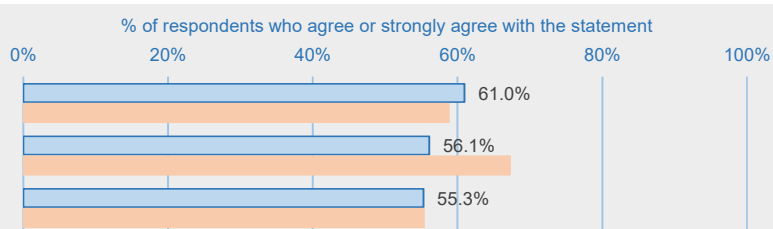
ATTITUDES

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You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

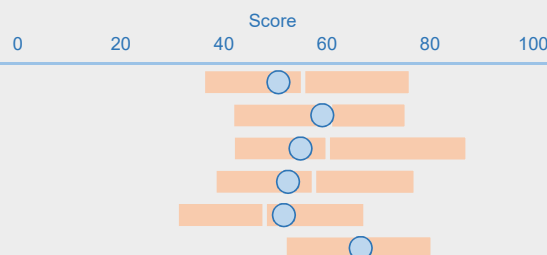
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



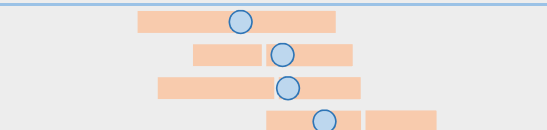
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

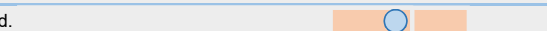
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

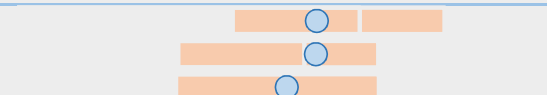


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



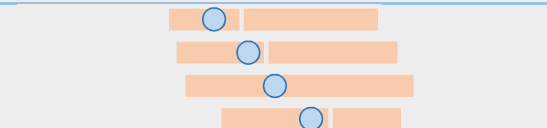
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Philadelphia

SMART CITY
RANKING

54th

Out of 102

GROUP

1

RATING

B B

From AAA to D

FACTOR
RATINGS

B B

Structures

B B

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.920 | 0.922 | 0.924 |
| Life expectancy at Birth | 79.2 | 79.4 | 79.5 |
| Expected years of schooling | 16.5 | 16.5 | 16.5 |
| Mean years of schooling | 13.3 | 13.4 | 13.4 |
| GNI per capita (PPP \$) | 53,741 | 54,104 | 54,941 |

City

Population (UN World Cities Report) 5,585,000



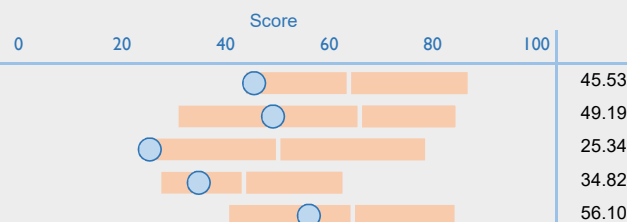
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

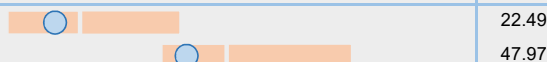
- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



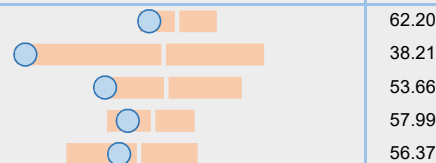
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



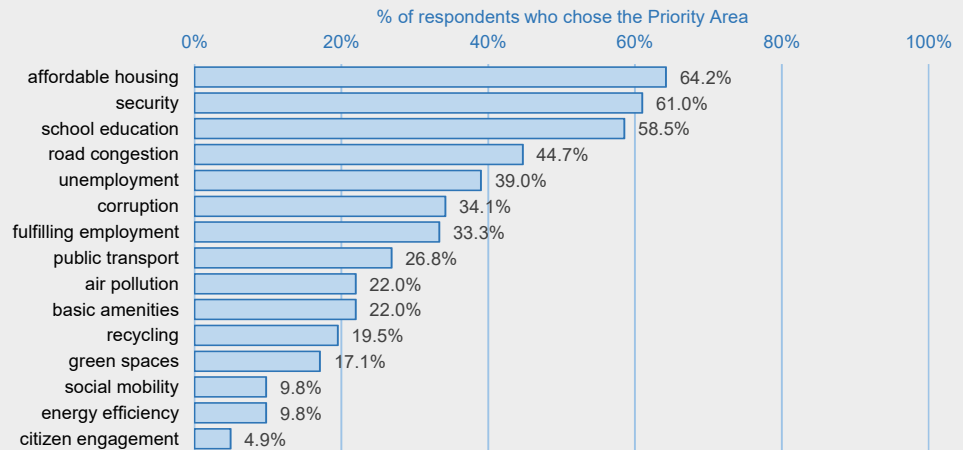
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



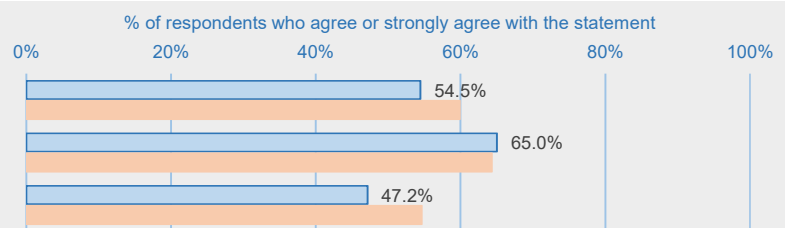
ATTITUDES

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You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

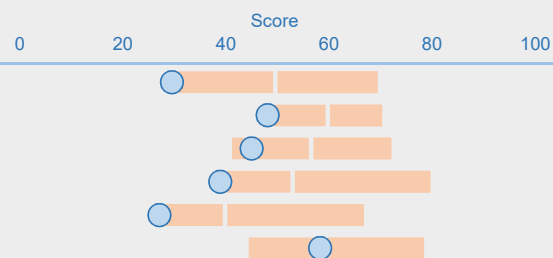
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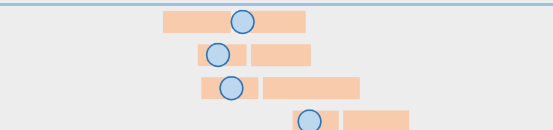
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

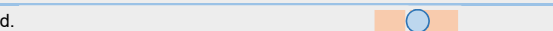
Bicycle hiring has reduced congestion.

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Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

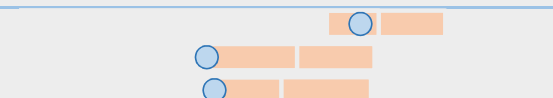


Opportunities (Work & School)

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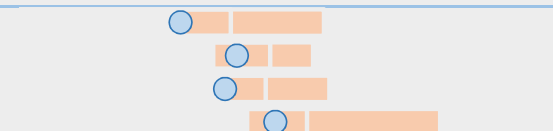
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Prague

SMART CITY
RANKING

19th

Out of 102

GROUP

2

RATING

B B B

From AAA to D

FACTOR
RATINGS

B B B

Structures

B B

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.882 | 0.885 | 0.888 |
| Life expectancy at Birth | 78.6 | 78.7 | 78.9 |
| Expected years of schooling | 16.9 | 16.9 | 16.9 |
| Mean years of schooling | 12.7 | 12.7 | 12.7 |
| GNI per capita (PPP \$) | 28,567 | 29,400 | 30,588 |

City

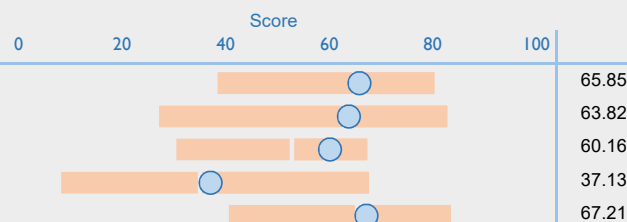
| | |
|-------------------------------------|-----------|
| Population (UN World Cities Report) | 1,314,000 |
|-------------------------------------|-----------|



STRUCTURES

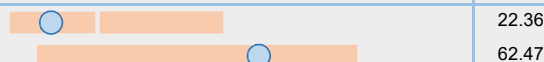
Health & Safety

- Basic sanitation meets the needs of the poorest areas.
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- Air pollution is not a problem.
- Medical services provision is satisfactory.



Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



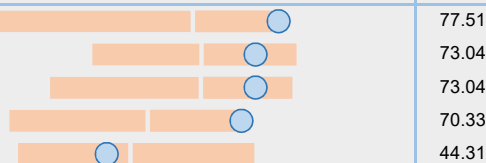
Activities

- Green spaces are satisfactory.
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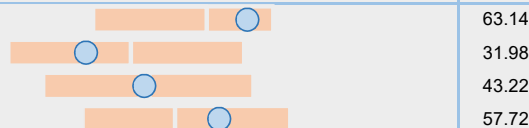
Opportunities (Work & School)

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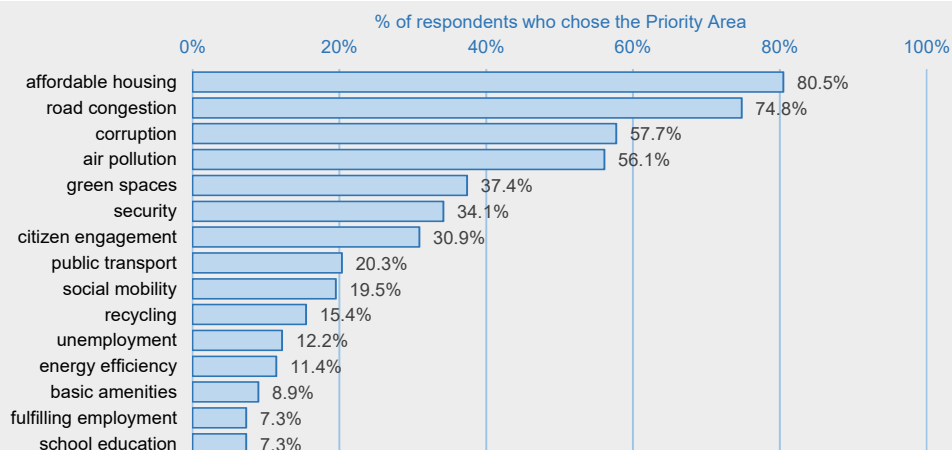
Governance

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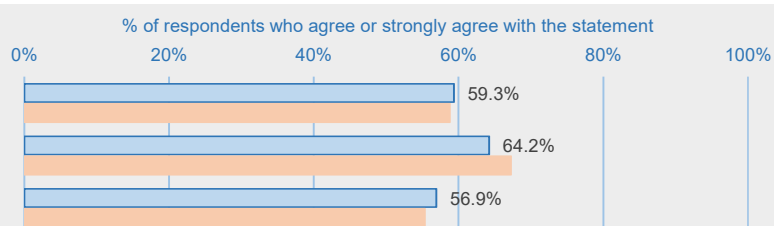
ATTITUDES

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LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

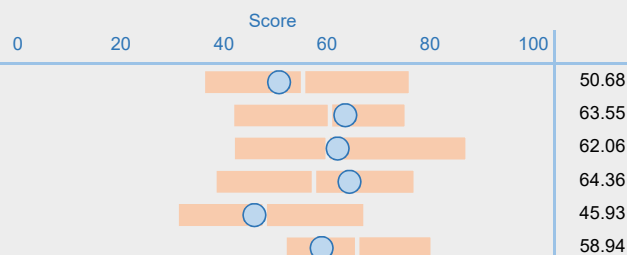
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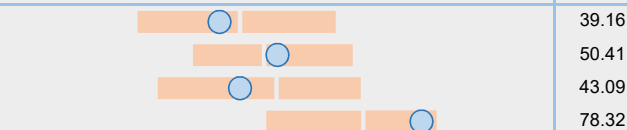
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

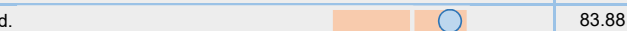
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Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

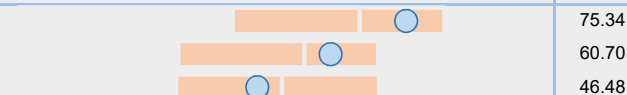


Opportunities (Work & School)

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IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



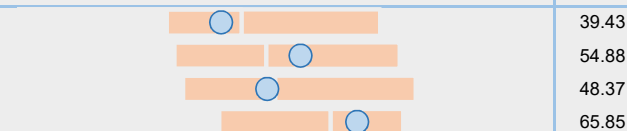
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Rabat

SMART CITY RANKING

101st

Out of 102

GROUP

4

RATING

D

From AAA to D

FACTOR RATINGS

D

Structures

D

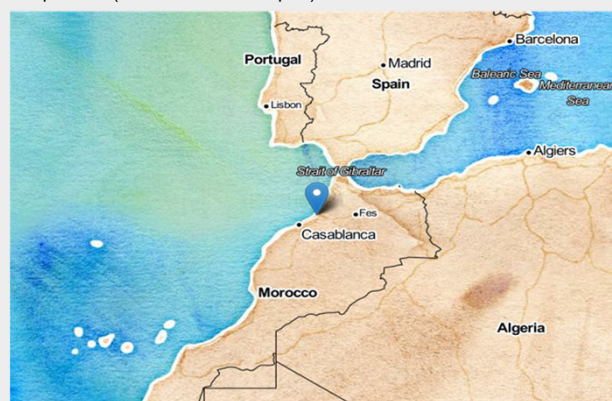
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|-------|-------|-------|
| UN HDI | 0.655 | 0.662 | 0.667 |
| Life expectancy at Birth | 75.6 | 75.8 | 76.1 |
| Expected years of schooling | 12.3 | 12.4 | 12.4 |
| Mean years of schooling | 5.0 | 5.4 | 5.5 |
| GNI per capita (PPP \$) | 7,154 | 7,149 | 7,340 |

City

Population (UN World Cities Report) 1,967,000



Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

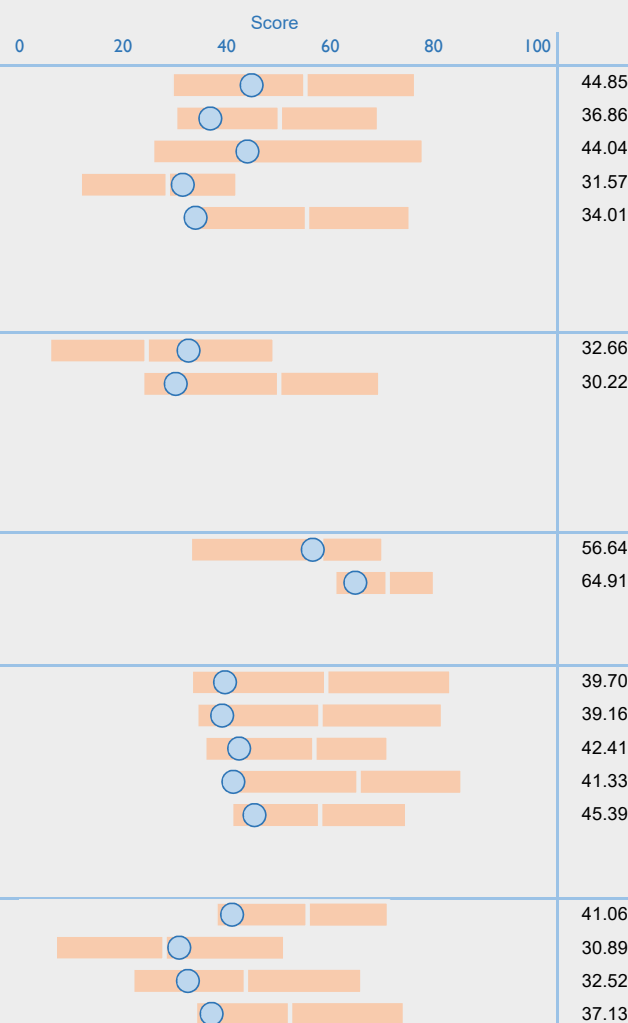
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

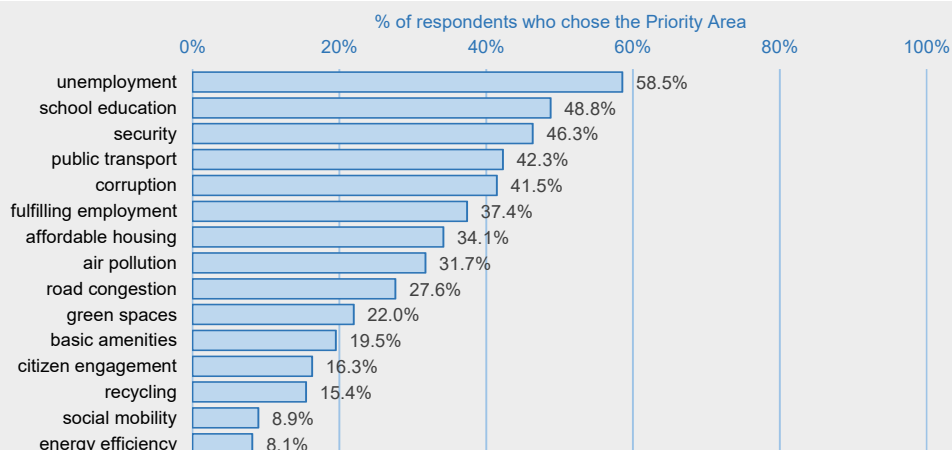
- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



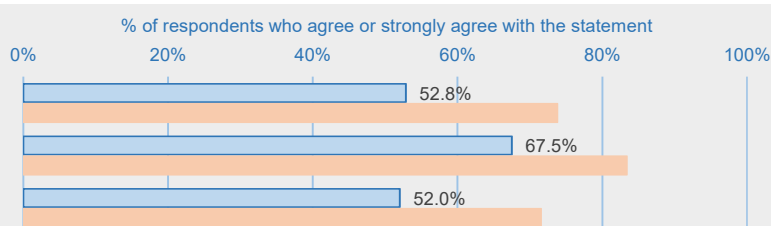
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

A website or App allows to give away unwanted items to other city residents.

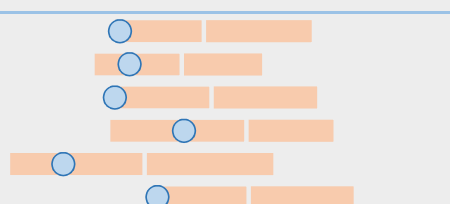
Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.

Score



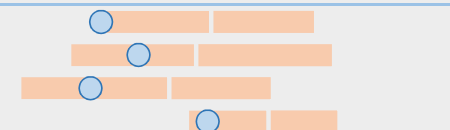
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

Bicycle hiring has reduced congestion.

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Activities

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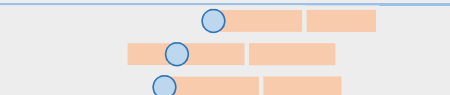


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Governance

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An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Rio de Janeiro

SMART CITY
RANKING

96th

Out of 102

GROUP

3

RATING

C

From AAA to D

FACTOR
RATINGS

C

Structures

C

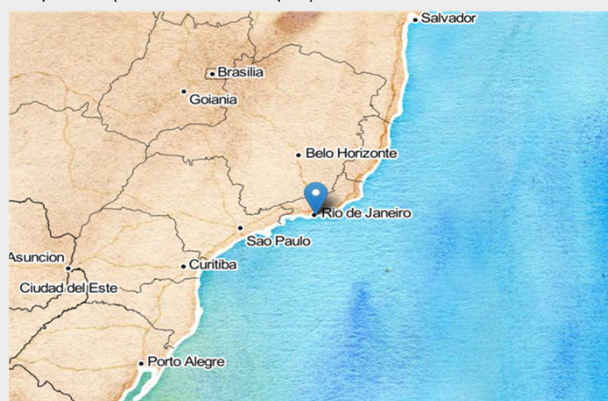
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.757 | 0.758 | 0.759 |
| Life expectancy at Birth | 75.3 | 75.5 | 75.7 |
| Expected years of schooling | 15.4 | 15.4 | 15.4 |
| Mean years of schooling | 7.6 | 7.8 | 7.8 |
| GNI per capita (PPP \$) | 14,350 | 13,730 | 13,755 |

City

| | |
|-------------------------------------|------------|
| Population (UN World Cities Report) | 12,902,000 |
|-------------------------------------|------------|

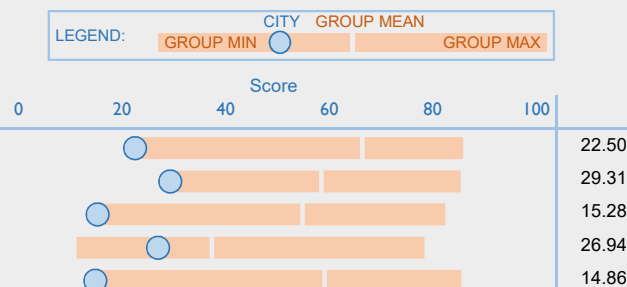


Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

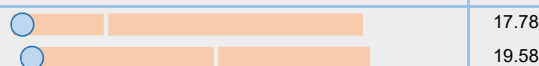
Health & Safety

- Basic sanitation meets the needs of the poorest areas.
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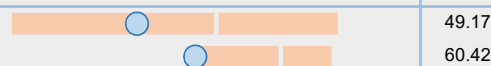
Mobility

- Traffic congestion is not a problem.
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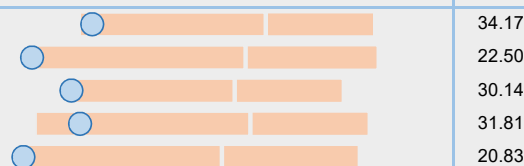
Activities

- Green spaces are satisfactory.
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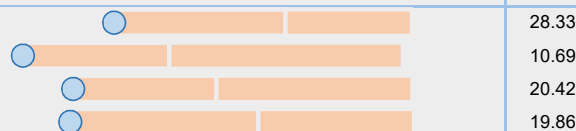
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- Minorities feel welcome.



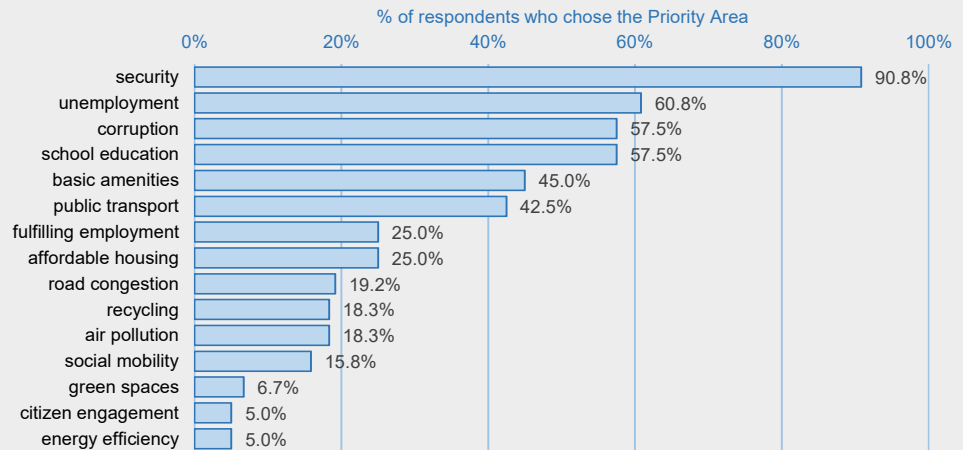
Governance

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PRIORITY AREAS

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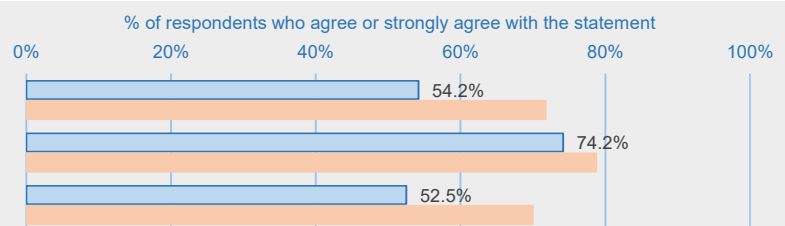
ATTITUDES

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LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

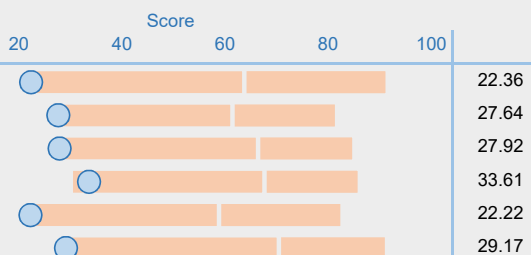
A website or App allows to give away unwanted items to other city residents.

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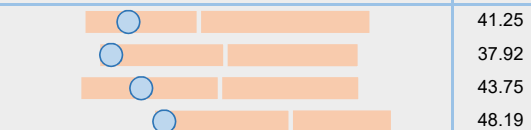
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

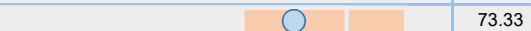
Bicycle hiring has reduced congestion.

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Activities

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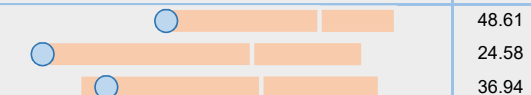


Opportunities (Work & School)

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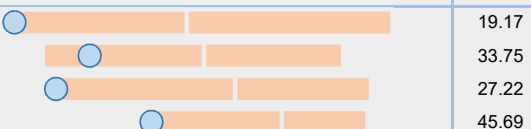
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Riyadh

SMART CITY RANKING

71st

Out of 102

GROUP

3

RATING

CCC

From AAA to D

FACTOR RATINGS

CCC

Structures

CCC

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.854 | 0.854 | 0.853 |
| Life expectancy at Birth | 74.4 | 74.6 | 74.7 |
| Expected years of schooling | 16.9 | 16.9 | 16.9 |
| Mean years of schooling | 9.5 | 9.5 | 9.5 |
| GNI per capita (PPP \$) | 51,885 | 51,329 | 49,680 |

City

Population (UN World Cities Report) 6,370,000

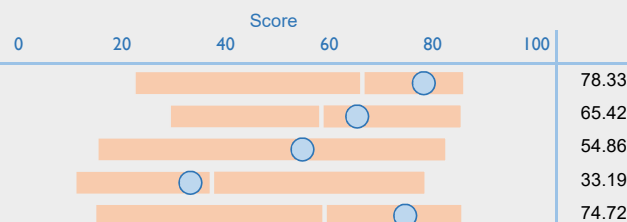


STRUCTURES

Health & Safety

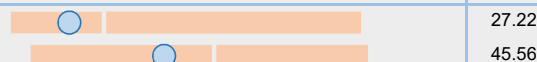
- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
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- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



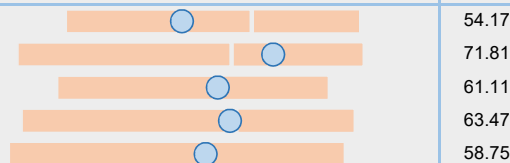
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



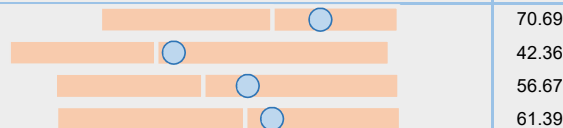
Opportunities (Work & School)

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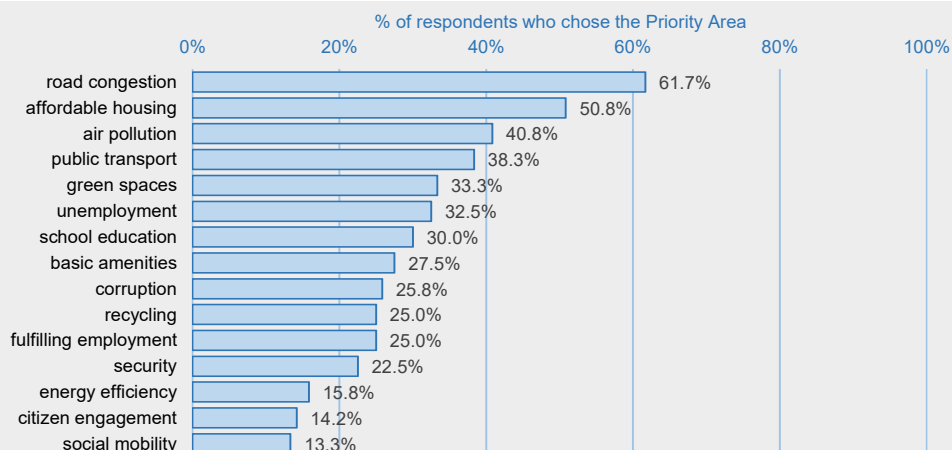
Governance

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PRIORITY AREAS

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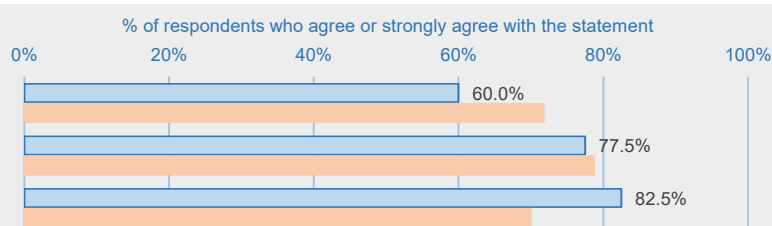
ATTITUDES

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You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

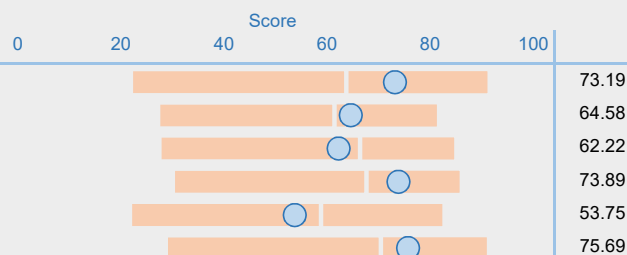
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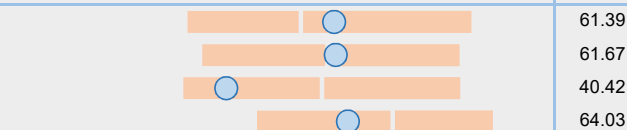
Mobility

Car-sharing Apps have reduced congestion.

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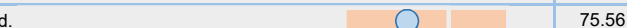
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Activities

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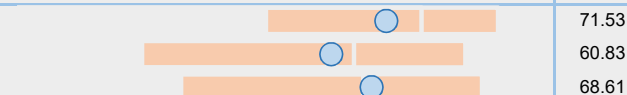


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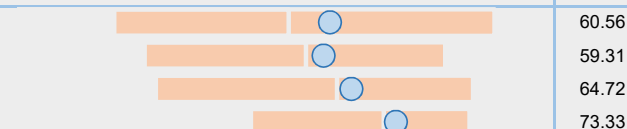
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Rome

SMART CITY RANKING

77th

Out of 102

GROUP

2

RATING

CCC

From AAA to D

FACTOR RATINGS

CCC

Structures

CCC

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.876 | 0.878 | 0.880 |
| Life expectancy at Birth | 82.8 | 83.0 | 83.2 |
| Expected years of schooling | 16.3 | 16.3 | 16.3 |
| Mean years of schooling | 10.2 | 10.2 | 10.2 |
| GNI per capita (PPP \$) | 34,115 | 34,733 | 35,299 |

City

Population (UN World Cities Report) 3,718,000



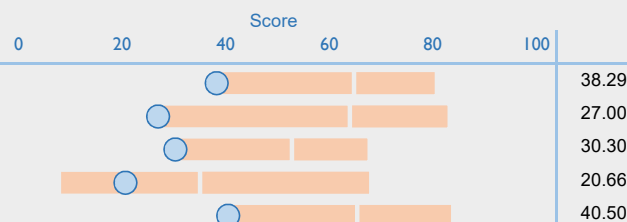
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

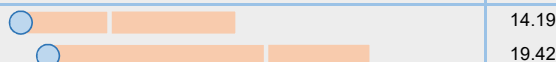
- Basic sanitation meets the needs of the poorest areas.
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LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



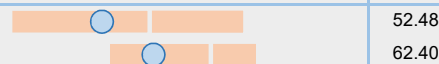
Mobility

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Activities

- Green spaces are satisfactory.
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Opportunities (Work & School)

- Employment finding services are available.
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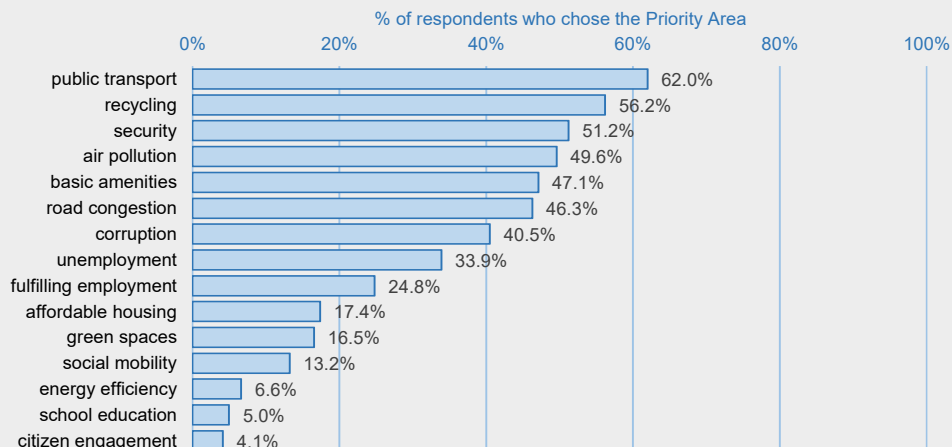
Governance

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PRIORITY AREAS

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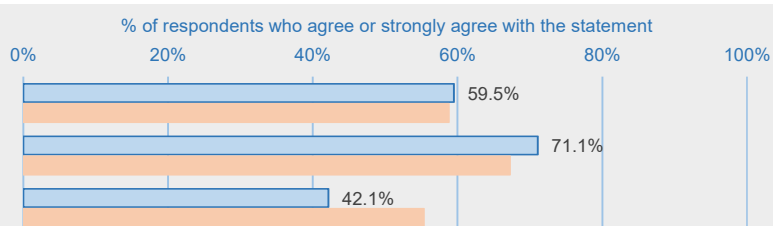
ATTITUDES

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LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

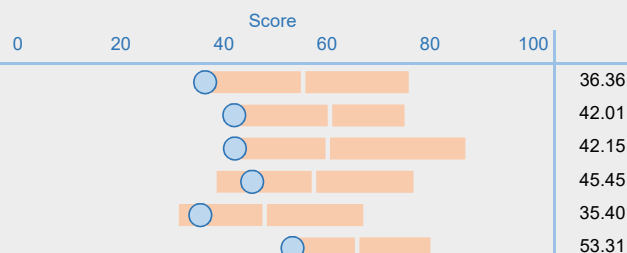
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Mobility

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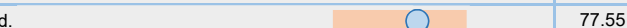
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Activities

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Opportunities (Work & School)

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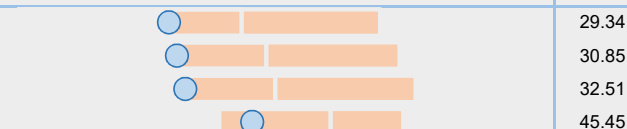
Governance

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Online voting has increased participation.

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Processing Identification Documents online has reduced waiting times.



Rotterdam

SMART CITY RANKING

36th

Out of 102

GROUP

1

RATING

B B B

From AAA to D

FACTOR RATINGS

B B B

Structures

B B B

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.926 | 0.928 | 0.931 |
| Life expectancy at Birth | 81.7 | 81.9 | 82.0 |
| Expected years of schooling | 18.1 | 18.0 | 18.0 |
| Mean years of schooling | 12.1 | 12.1 | 12.2 |
| GNI per capita (PPP \$) | 46,239 | 46,711 | 47,900 |

City

Population (UN World Cities Report) 993,000



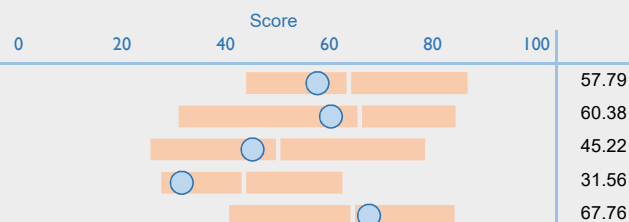
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

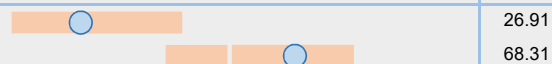
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LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



Mobility

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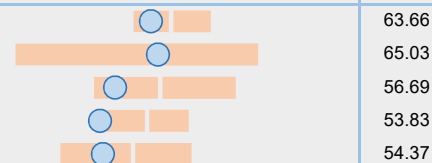
Activities

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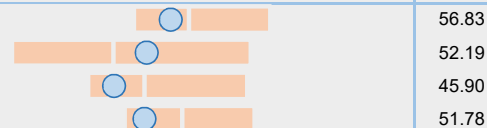
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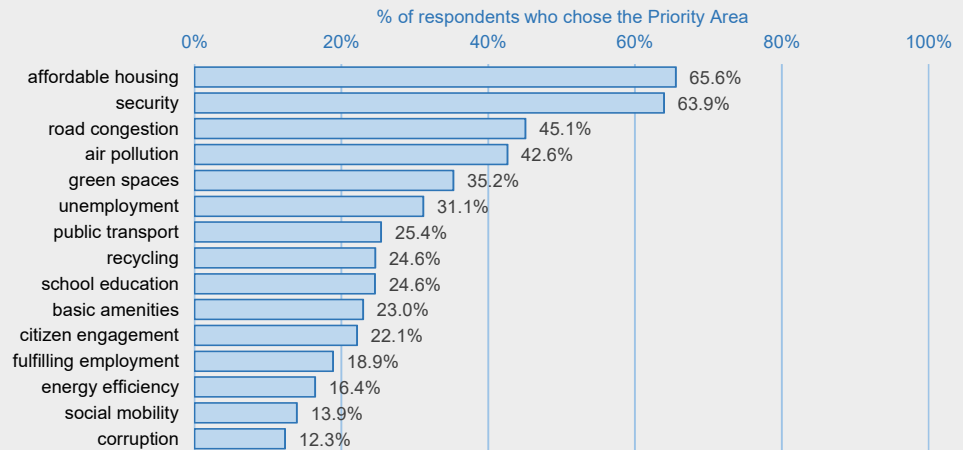
Governance

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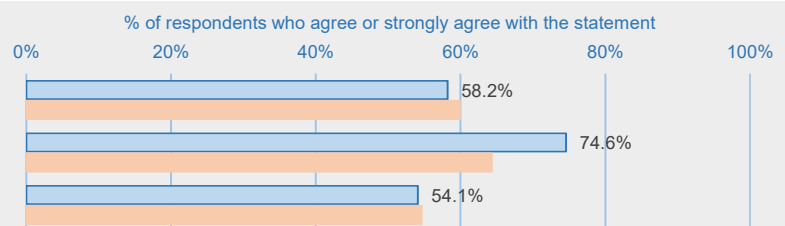
ATTITUDES

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LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

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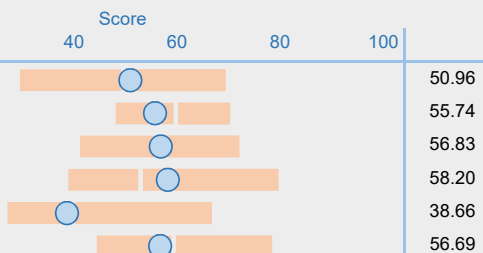
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CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



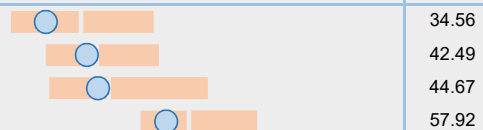
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

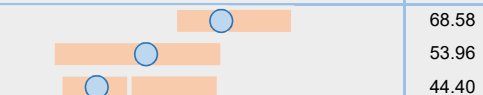


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



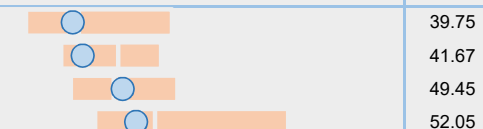
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



San Francisco

SMART CITY
RANKING

12th

Out of 102

GROUP

1

RATING

A

From AAA to D

FACTOR
RATINGS

A

Structures

A

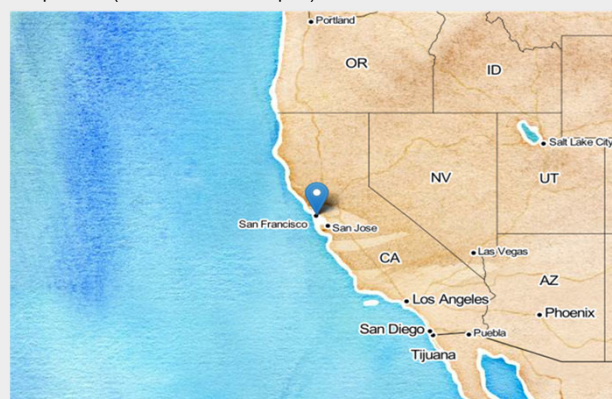
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.920 | 0.922 | 0.924 |
| Life expectancy at Birth | 79.2 | 79.4 | 79.5 |
| Expected years of schooling | 16.5 | 16.5 | 16.5 |
| Mean years of schooling | 13.3 | 13.4 | 13.4 |
| GNI per capita (PPP \$) | 53,741 | 54,104 | 54,941 |

City

Population (UN World Cities Report) 3,300,000



STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

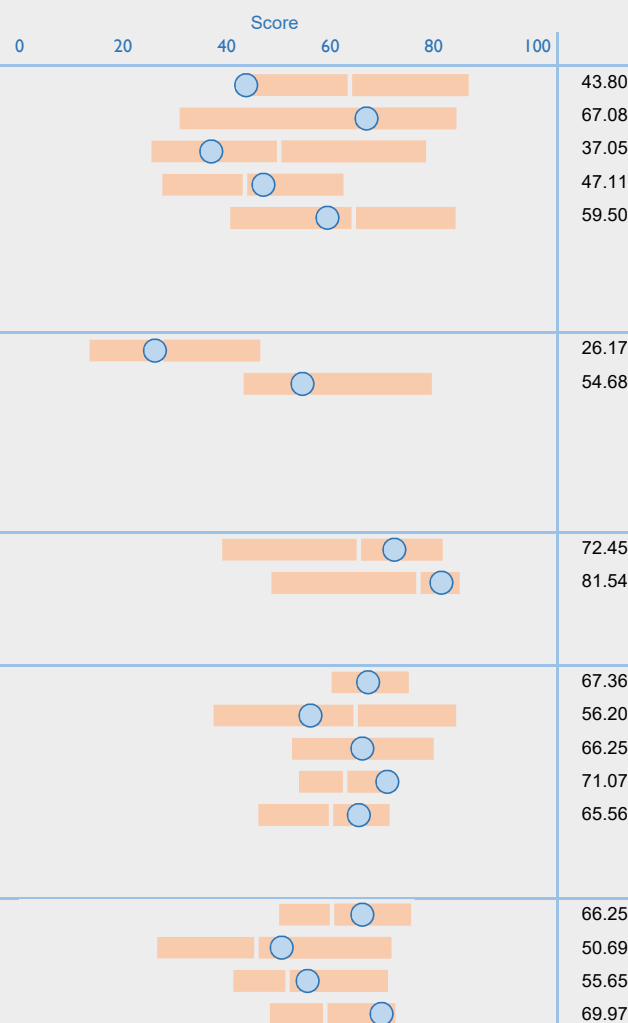
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

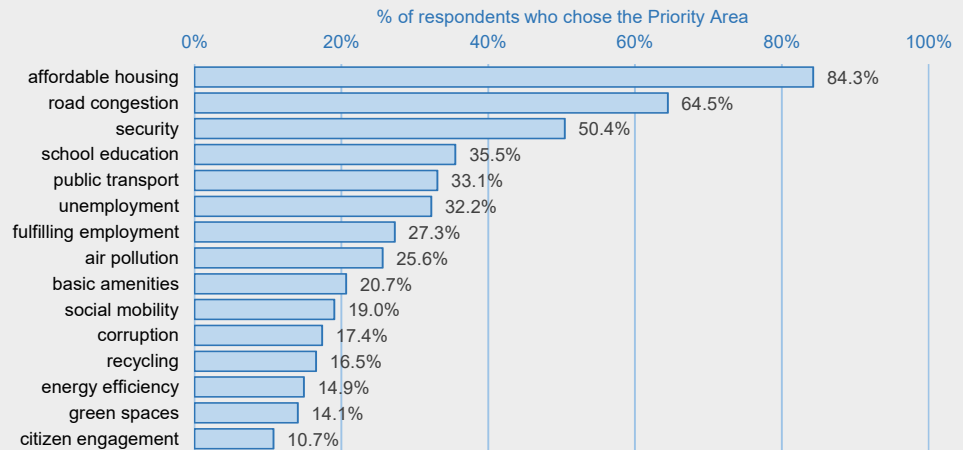
- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



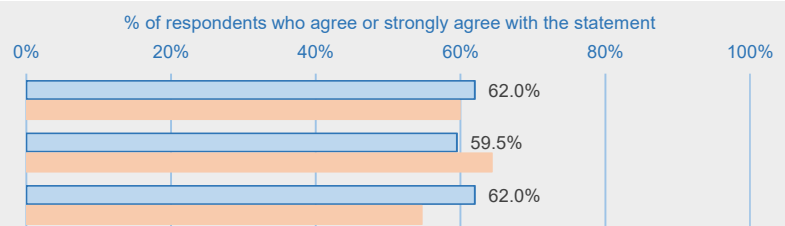
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

| Statement | Score | Value |
|--|-------|-------|
| Online reporting of city maintenance problems provides a speedy solution. | 43.53 | 43.53 |
| A website or App allows to give away unwanted items to other city residents. | 62.95 | 62.95 |
| Free public wifi has improved access to services. | 55.10 | 55.10 |
| CCTV cameras make residents feel safer. | 48.48 | 48.48 |
| A website or App allows effective monitoring of air pollution. | 52.48 | 52.48 |
| Arranging medical appointments online has improved access. | 64.05 | 64.05 |

Mobility

| | |
|---|-------|
| Car-sharing Apps have reduced congestion. | 45.45 |
| Apps that direct you to an available parking space have reduced journey time. | 50.14 |
| Bicycle hiring has reduced congestion. | 54.41 |
| Online scheduling and ticket sales make public transport easier to use. | 65.29 |

Activities

| | |
|---|-------|
| Online purchasing of tickets to shows and museums has made it easier to attend. | 73.28 |
|---|-------|

Opportunities (Work & School)

| | |
|--|-------|
| Online access to job listings has made it easier to find work. | 72.18 |
| IT skills are taught well in schools. | 53.17 |
| Online services provided by the city has made it easier to start a new business. | 55.65 |

Governance

| | |
|--|-------|
| Online public access to city finances has reduced corruption. | 46.14 |
| Online voting has increased participation. | 56.20 |
| An online platform where residents can propose ideas has improved city life. | 50.69 |
| Processing Identification Documents online has reduced waiting times. | 56.75 |

Santiago

SMART CITY
RANKING

86th

Out of 102

GROUP

3

RATING

CC

From AAA to D

FACTOR
RATINGS

CC

Structures

CC

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.840 | 0.842 | 0.843 |
| Life expectancy at Birth | 79.3 | 79.5 | 79.7 |
| Expected years of schooling | 16.3 | 16.4 | 16.4 |
| Mean years of schooling | 10.3 | 10.3 | 10.3 |
| GNI per capita (PPP \$) | 21,854 | 21,768 | 21,910 |

City

Population (UN World Cities Report) 6,507,000



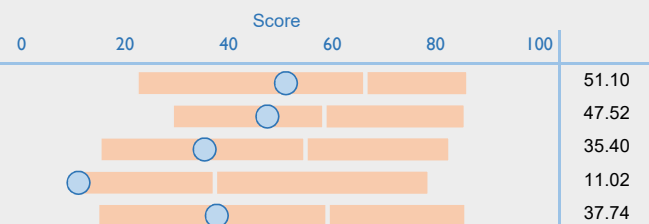
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

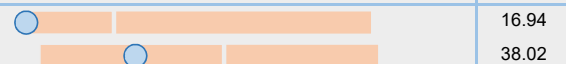
- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



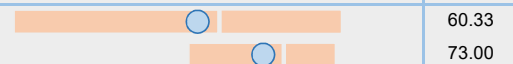
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



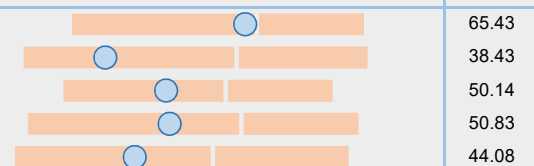
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



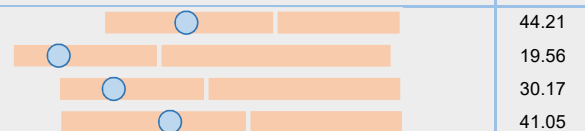
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



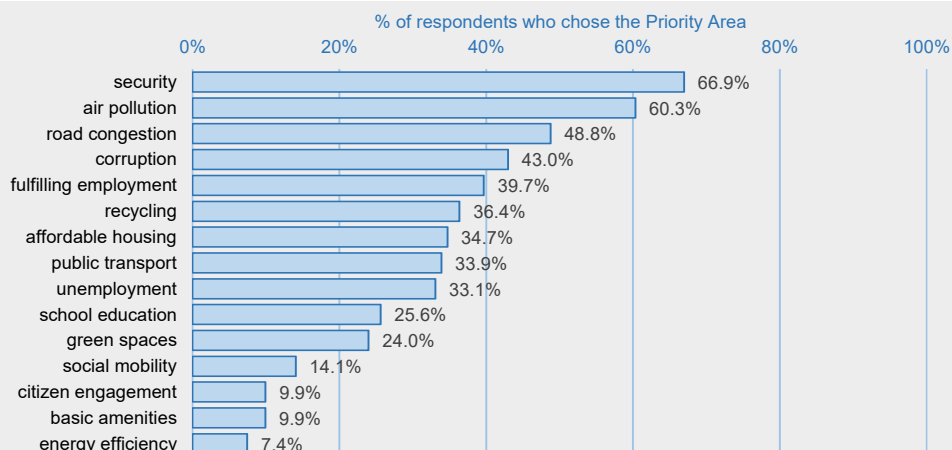
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



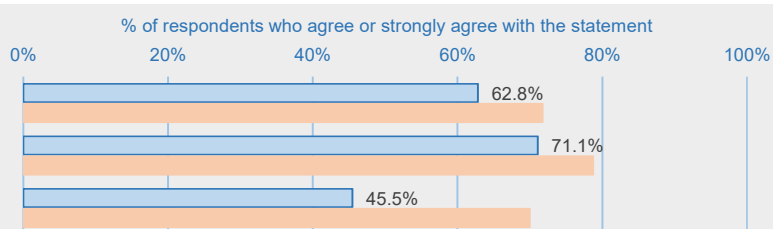
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

| Statement | Score | Value |
|--|-------|-------|
| Online reporting of city maintenance problems provides a speedy solution. | 47.52 | 47.52 |
| A website or App allows to give away unwanted items to other city residents. | 43.39 | 43.39 |
| Free public wifi has improved access to services. | 63.77 | 63.77 |
| CCTV cameras make residents feel safer. | 60.06 | 60.06 |
| A website or App allows effective monitoring of air pollution. | 39.94 | 39.94 |
| Arranging medical appointments online has improved access. | 68.87 | 68.87 |

Mobility

| | |
|---|-------|
| Car-sharing Apps have reduced congestion. | 41.46 |
| Apps that direct you to an available parking space have reduced journey time. | 43.94 |
| Bicycle hiring has reduced congestion. | 53.99 |
| Online scheduling and ticket sales make public transport easier to use. | 54.96 |

Activities

| | |
|---|-------|
| Online purchasing of tickets to shows and museums has made it easier to attend. | 82.09 |
|---|-------|

Opportunities (Work & School)

| | |
|--|-------|
| Online access to job listings has made it easier to find work. | 68.18 |
| IT skills are taught well in schools. | 46.28 |
| Online services provided by the city has made it easier to start a new business. | 60.19 |

Governance

| | |
|--|-------|
| Online public access to city finances has reduced corruption. | 27.27 |
| Online voting has increased participation. | 25.07 |
| An online platform where residents can propose ideas has improved city life. | 39.53 |
| Processing Identification Documents online has reduced waiting times. | 65.98 |

São Paulo

SMART CITY
RANKING

90th

Out of 102

GROUP

3

RATING

CC

From AAA to D

FACTOR
RATINGS

C

Structures

CC

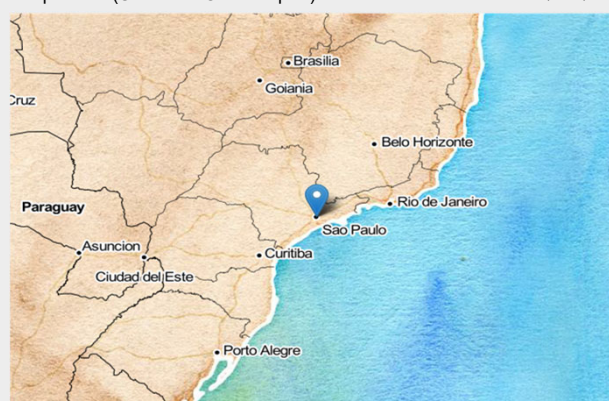
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.757 | 0.758 | 0.759 |
| Life expectancy at Birth | 75.3 | 75.5 | 75.7 |
| Expected years of schooling | 15.4 | 15.4 | 15.4 |
| Mean years of schooling | 7.6 | 7.8 | 7.8 |
| GNI per capita (PPP \$) | 14,350 | 13,730 | 13,755 |

City

| | |
|-------------------------------------|------------|
| Population (UN World Cities Report) | 21,066,000 |
|-------------------------------------|------------|



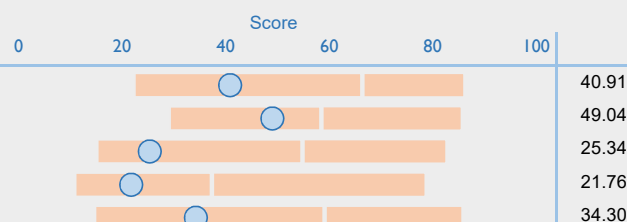
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

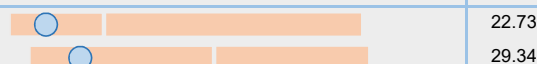
- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



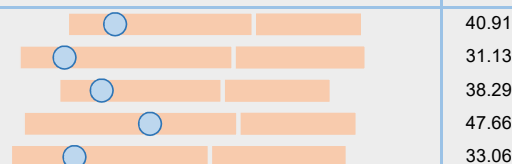
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



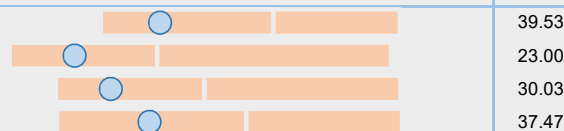
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



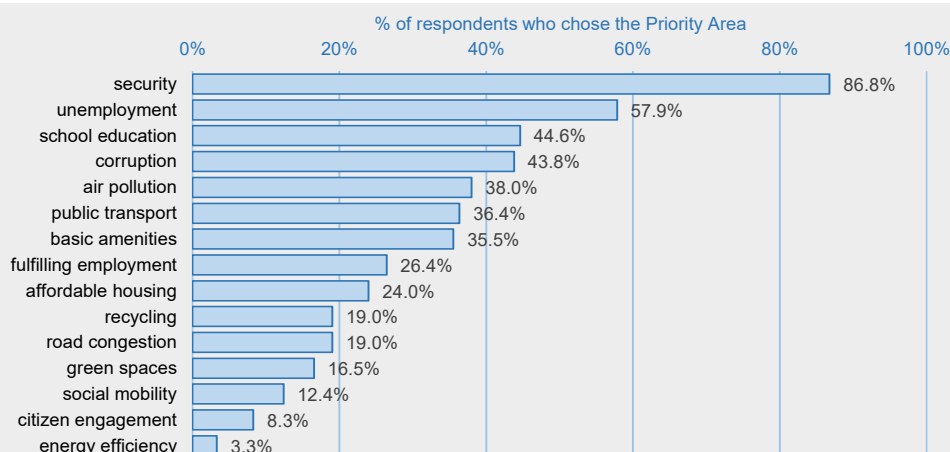
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



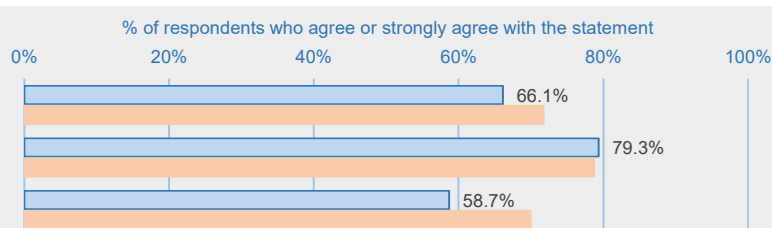
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

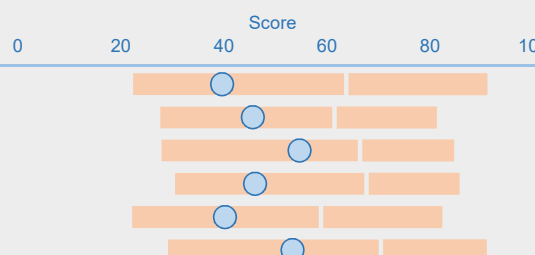
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



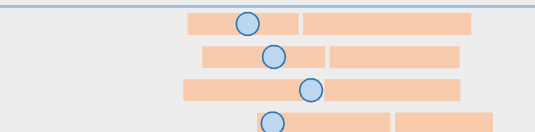
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

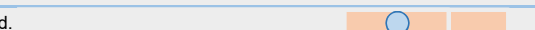
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

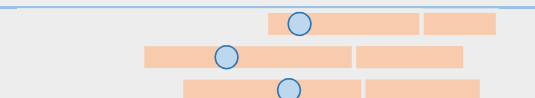


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



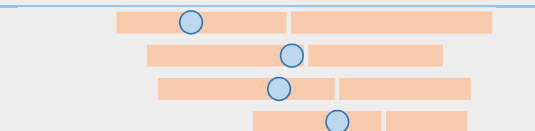
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Seattle

SMART CITY RANKING

34th

Out of 102

GROUP

1

RATING

BBB

From AAA to D

FACTOR RATINGS

BBB

Structures

BBB

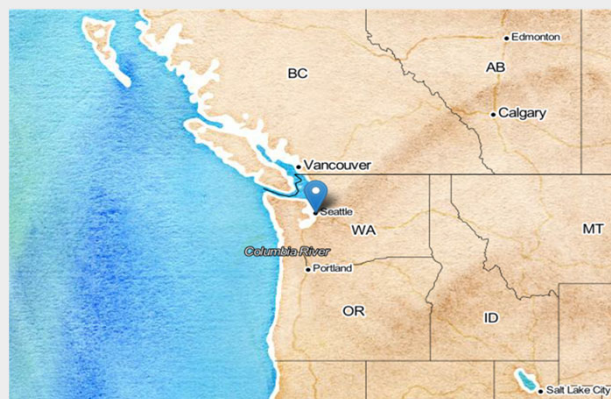
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.920 | 0.922 | 0.924 |
| Life expectancy at Birth | 79.2 | 79.4 | 79.5 |
| Expected years of schooling | 16.5 | 16.5 | 16.5 |
| Mean years of schooling | 13.3 | 13.4 | 13.4 |
| GNI per capita (PPP \$) | 53,741 | 54,104 | 54,941 |

City

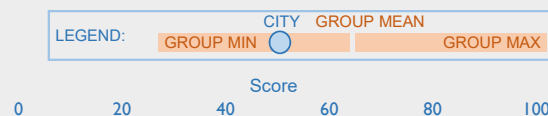
| | |
|-------------------------------------|-----------|
| Population (UN World Cities Report) | 3,249,000 |
|-------------------------------------|-----------|



STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

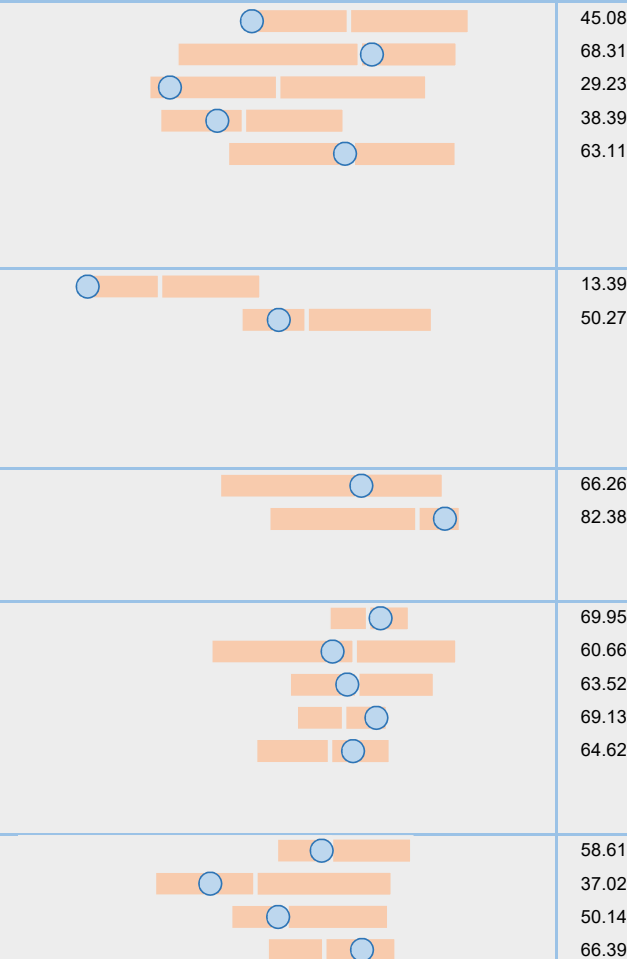
- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

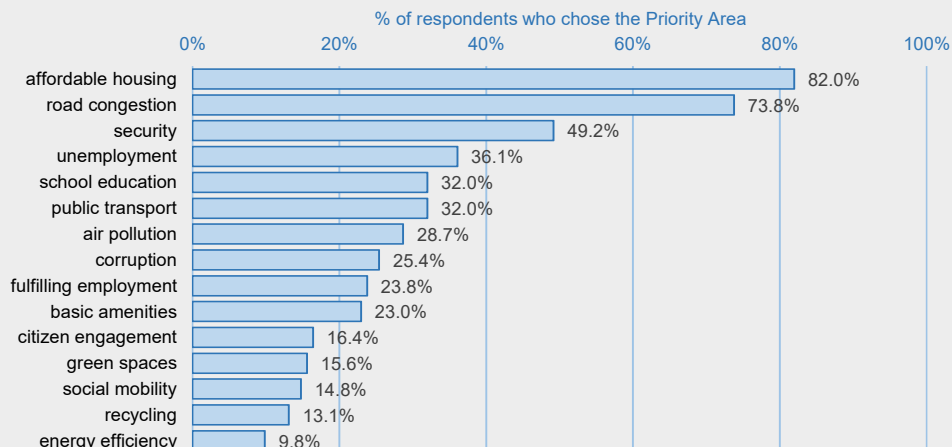
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



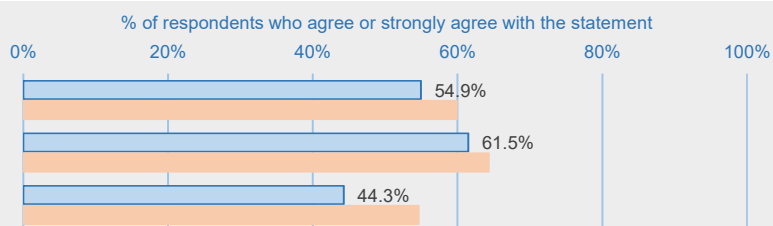
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

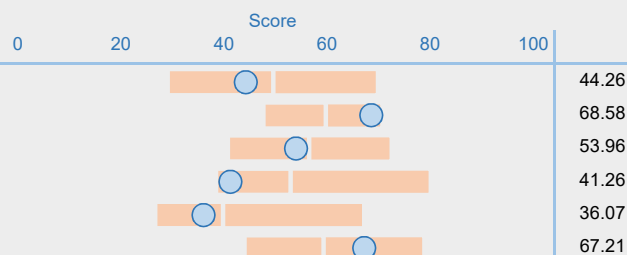
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

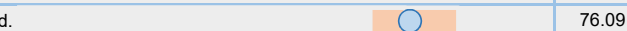
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

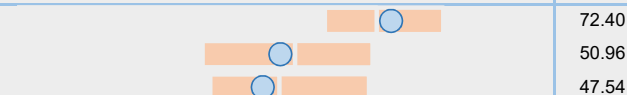


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



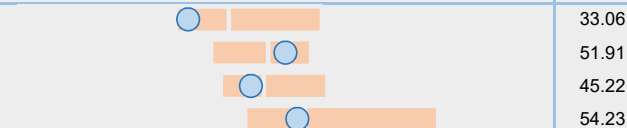
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Seoul

SMART CITY
RANKING

47th

Out of 102

GROUP

2

RATING

B B

From AAA to D

FACTOR
RATINGS

B B

Structures

B B B

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.898 | 0.900 | 0.903 |
| Life expectancy at Birth | 81.9 | 82.2 | 82.4 |
| Expected years of schooling | 16.5 | 16.5 | 16.5 |
| Mean years of schooling | 12.1 | 12.1 | 12.1 |
| GNI per capita (PPP \$) | 34,276 | 35,122 | 35,945 |

City

Population (UN World Cities Report) 9,774,000

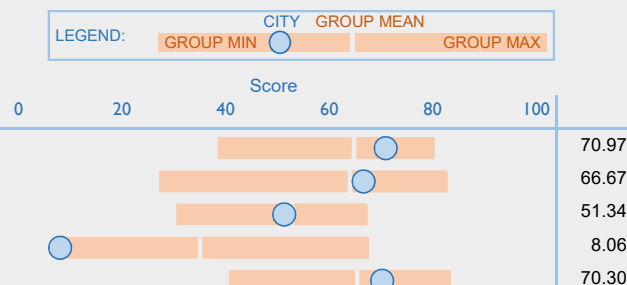


Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

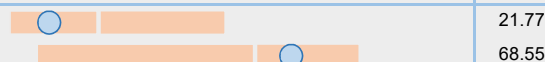
Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



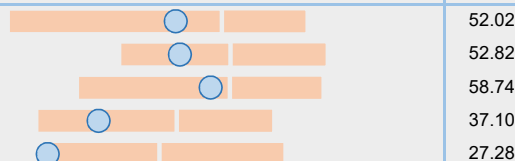
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



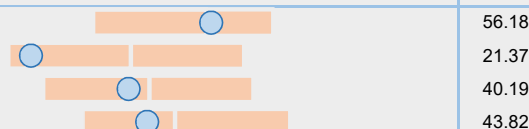
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



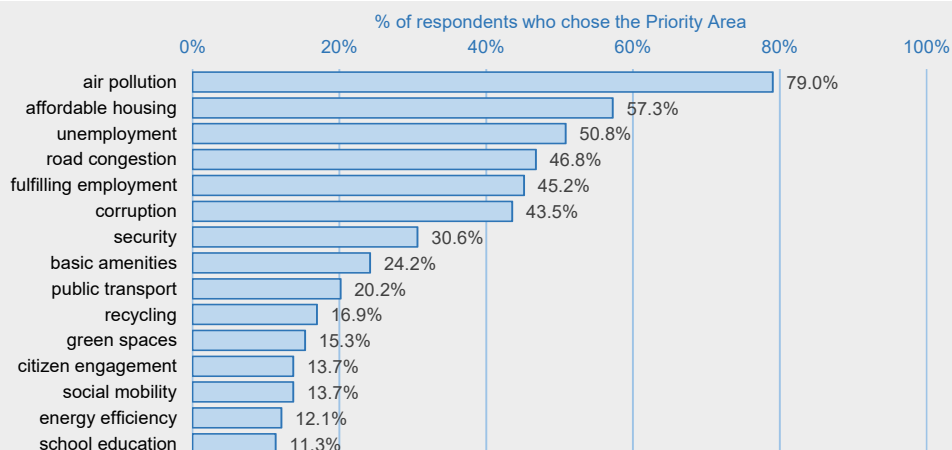
Governance

- Information on local government decisions are easily accessible.
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- Residents contribute to decision making of local government.
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PRIORITY AREAS

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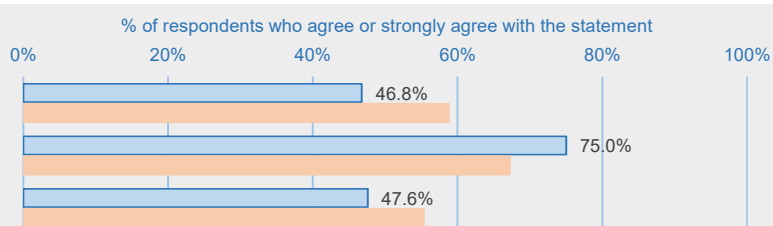
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

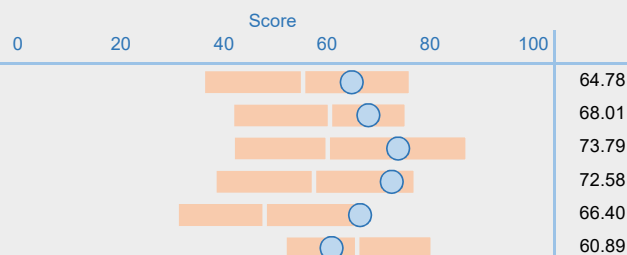
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



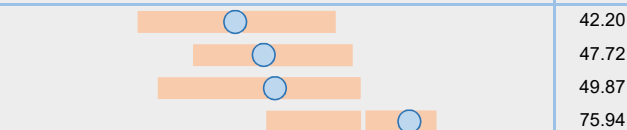
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

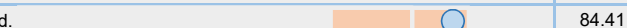
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

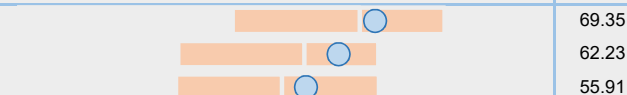


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



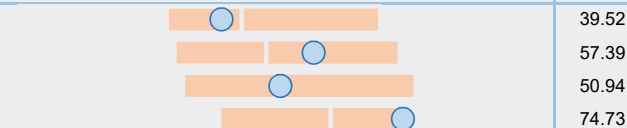
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Shanghai

SMART CITY RANKING

59th

Out of 102

GROUP

3

RATING

B

From AAA to D

FACTOR RATINGS

B

Structures

B B

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.743 | 0.748 | 0.752 |
| Life expectancy at Birth | 76.1 | 76.3 | 76.4 |
| Expected years of schooling | 13.8 | 13.8 | 13.8 |
| Mean years of schooling | 7.7 | 7.8 | 7.8 |
| GNI per capita (PPP \$) | 13,519 | 14,354 | 15,270 |

City

Population (UN World Cities Report) 23,741,000

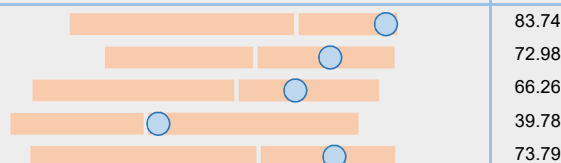
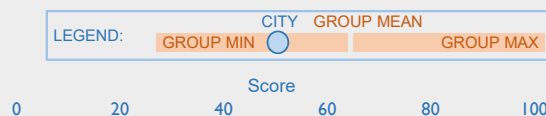


Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

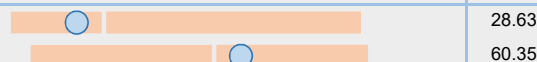
Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



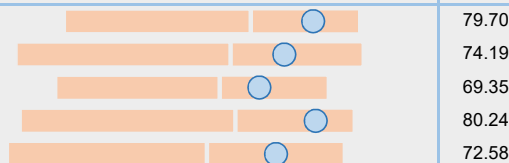
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



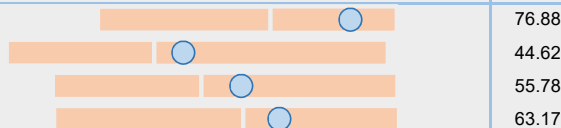
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



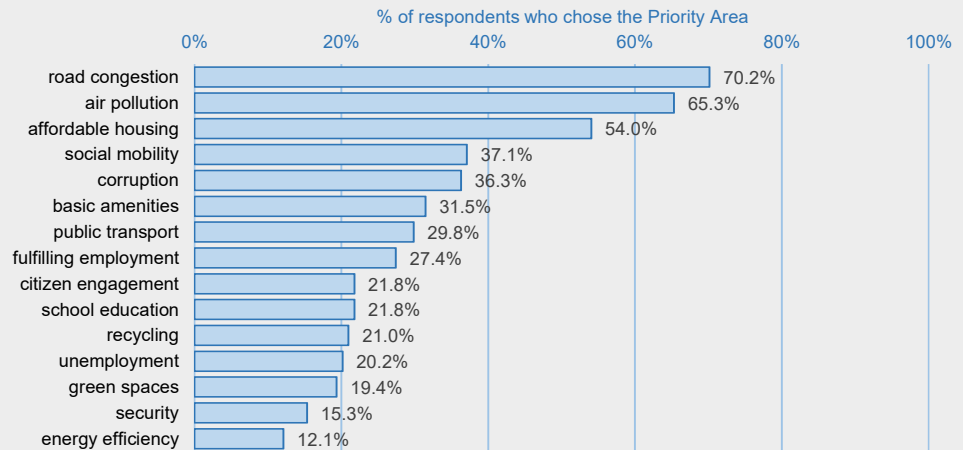
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



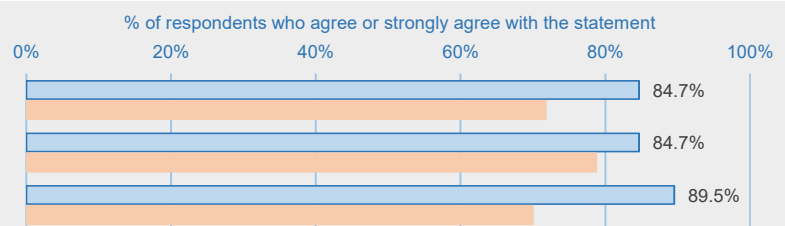
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

| Statement | Score | Value |
|--|-------|-------|
| Online reporting of city maintenance problems provides a speedy solution. | 84.41 | 84.41 |
| A website or App allows to give away unwanted items to other city residents. | 71.91 | 71.91 |
| Free public wifi has improved access to services. | 82.12 | 82.12 |
| CCTV cameras make residents feel safer. | 81.99 | 81.99 |
| A website or App allows effective monitoring of air pollution. | 79.44 | 79.44 |
| Arranging medical appointments online has improved access. | 84.95 | 84.95 |

Mobility

| | |
|---|-------|
| Car-sharing Apps have reduced congestion. | 61.16 |
| Apps that direct you to an available parking space have reduced journey time. | 81.05 |
| Bicycle hiring has reduced congestion. | 73.79 |
| Online scheduling and ticket sales make public transport easier to use. | 91.53 |

Activities

| | |
|---|-------|
| Online purchasing of tickets to shows and museums has made it easier to attend. | 95.16 |
|---|-------|

Opportunities (Work & School)

| | |
|--|-------|
| Online access to job listings has made it easier to find work. | 87.37 |
| IT skills are taught well in schools. | 85.35 |
| Online services provided by the city has made it easier to start a new business. | 84.41 |

Governance

| | |
|--|-------|
| Online public access to city finances has reduced corruption. | 74.46 |
| Online voting has increased participation. | 71.24 |
| An online platform where residents can propose ideas has improved city life. | 81.05 |
| Processing Identification Documents online has reduced waiting times. | 82.80 |

Shenzhen

SMART CITY
RANKING

43rd

Out of 102

GROUP

3

RATING

B B

From AAA to D

FACTOR
RATINGS

B

Structures

B B

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.743 | 0.748 | 0.752 |
| Life expectancy at Birth | 76.1 | 76.3 | 76.4 |
| Expected years of schooling | 13.8 | 13.8 | 13.8 |
| Mean years of schooling | 7.7 | 7.8 | 7.8 |
| GNI per capita (PPP \$) | 13,519 | 14,354 | 15,270 |

City

| | |
|-------------------------------------|------------|
| Population (UN World Cities Report) | 10,749,000 |
|-------------------------------------|------------|



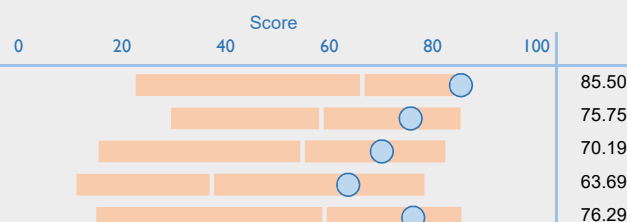
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

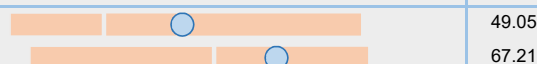
- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



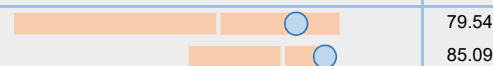
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



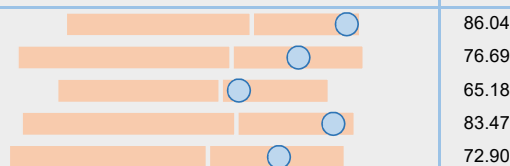
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



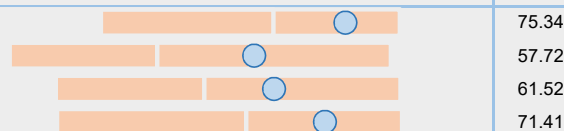
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



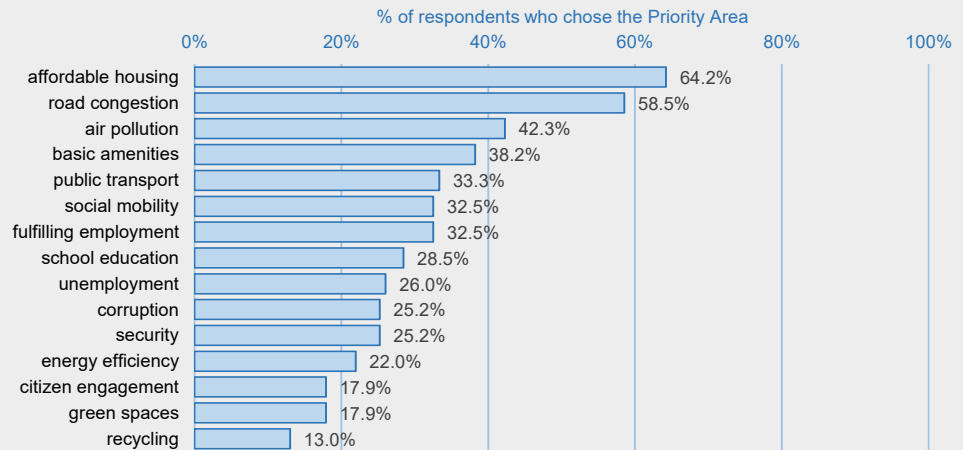
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

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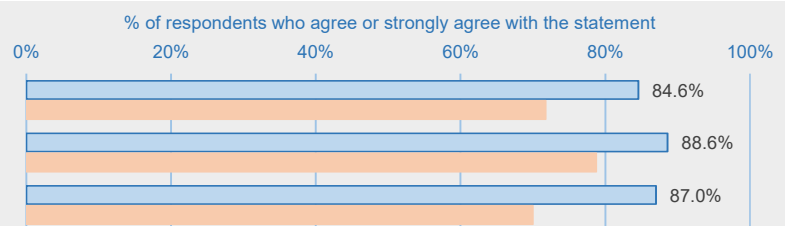
ATTITUDES

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You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

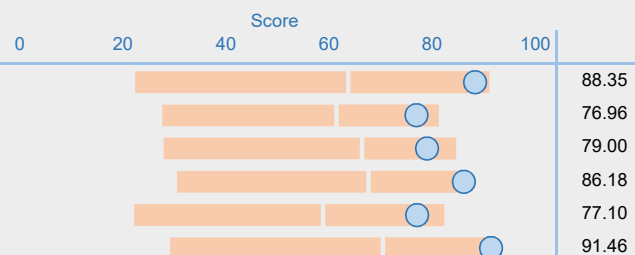
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



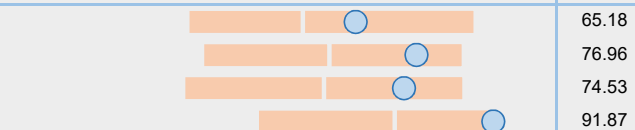
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

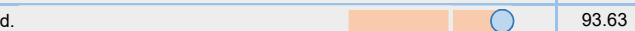
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

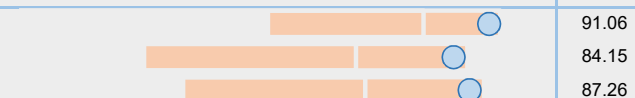


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



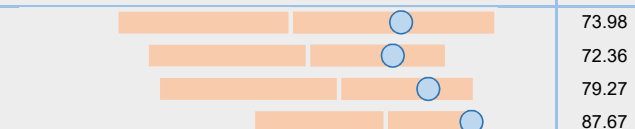
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Singapore

SMART CITY RANKING

1st

Out of 102

GROUP

1

RATING

AAA

From AAA to D

FACTOR RATINGS

AAA

Structures

AAA

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.929 | 0.930 | 0.932 |
| Life expectancy at Birth | 82.8 | 83.0 | 83.2 |
| Expected years of schooling | 16.1 | 16.1 | 16.2 |
| Mean years of schooling | 11.5 | 11.5 | 11.5 |
| GNI per capita (PPP \$) | 78,742 | 78,427 | 82,503 |

City

Population (UN World Cities Report) 5,619,000



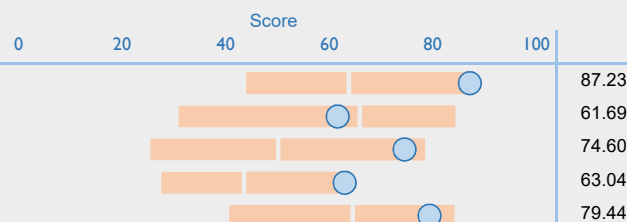
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN
GROUP MIN GROUP MAX



Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



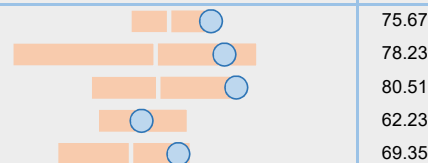
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



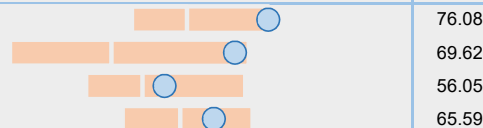
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



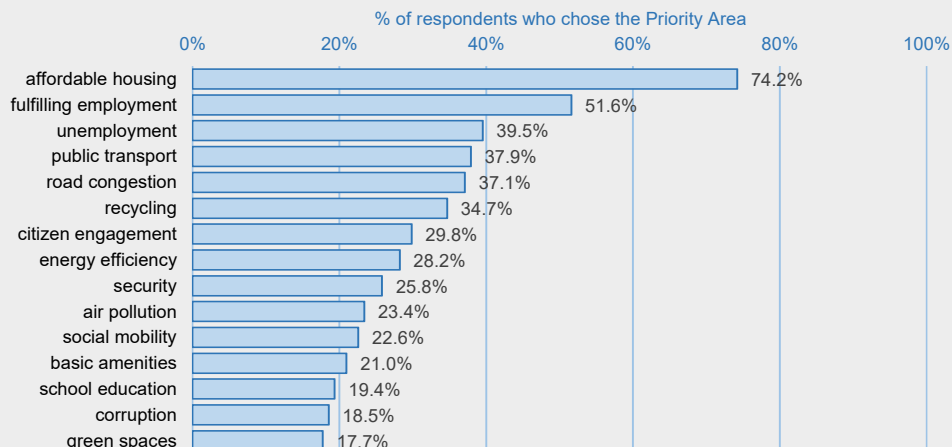
Governance

- Information on local government decisions are easily accessible.
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- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



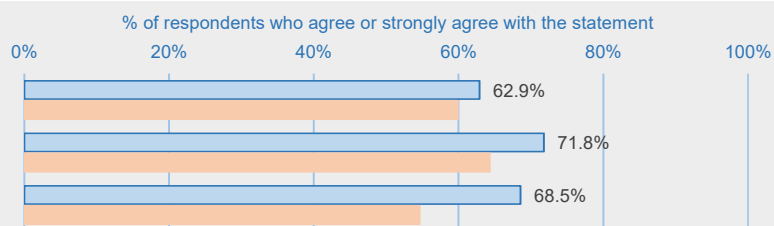
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

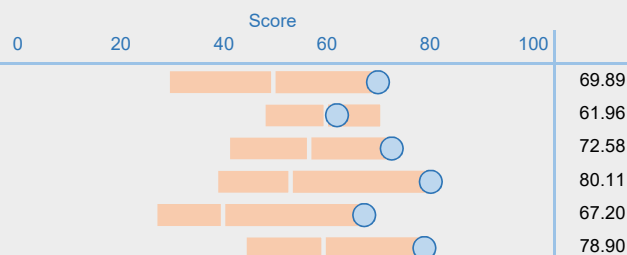
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



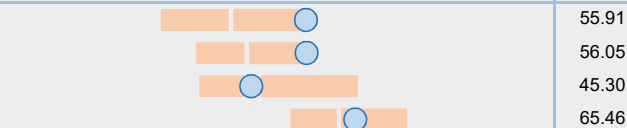
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

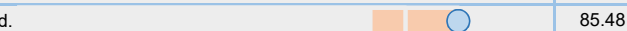
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.



Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



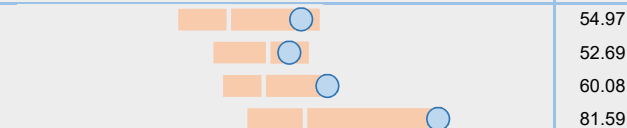
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



SMART CITY RANKING

89th

Out of 102

GROUP

3

RATING

CC

From AAA to D

FACTOR RATINGS

CC

Structures

CC

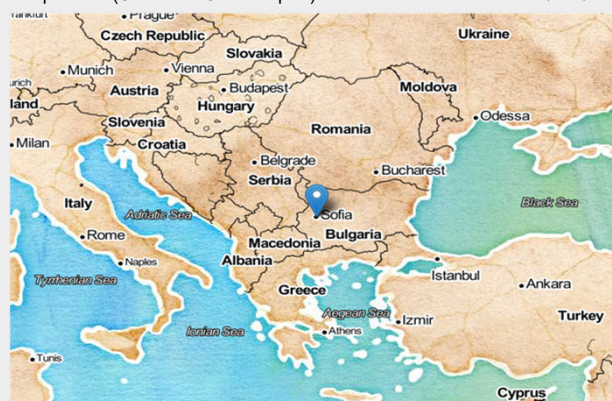
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.807 | 0.810 | 0.813 |
| Life expectancy at Birth | 74.6 | 74.7 | 74.9 |
| Expected years of schooling | 15.1 | 14.8 | 14.8 |
| Mean years of schooling | 11.8 | 11.8 | 11.8 |
| GNI per capita (PPP \$) | 16,663 | 17,759 | 18,740 |

City

| | |
|-------------------------------------|-----------|
| Population (UN World Cities Report) | 1,226,000 |
|-------------------------------------|-----------|



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STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

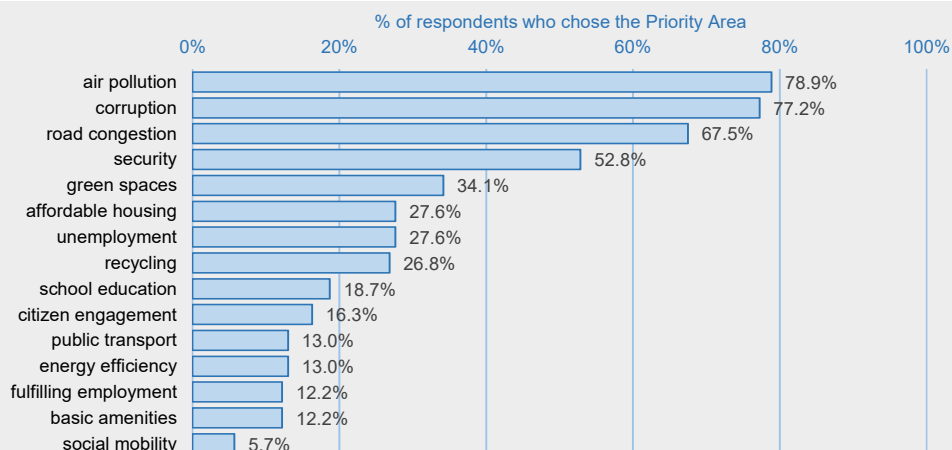
- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
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LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



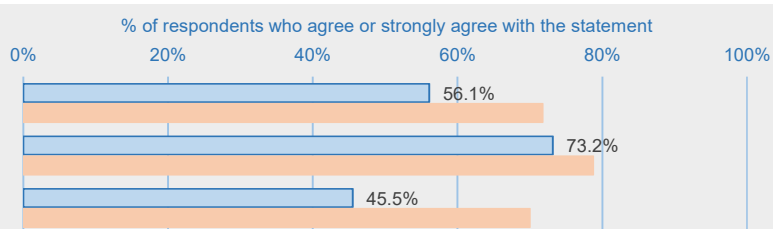
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

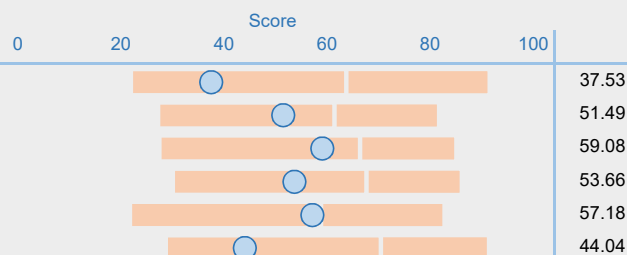
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



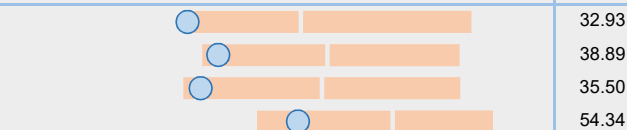
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

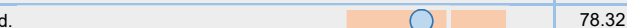
Bicycle hiring has reduced congestion.

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Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

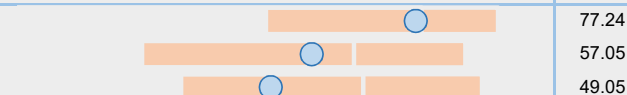


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



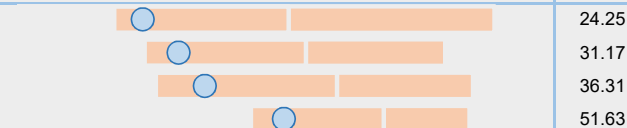
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



St. Petersburg

SMART CITY RANKING

73rd

Out of 102

GROUP

3

RATING

CCC

From AAA to D

FACTOR RATINGS

CCC

Structures

CCC

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.813 | 0.815 | 0.816 |
| Life expectancy at Birth | 70.9 | 71.1 | 71.2 |
| Expected years of schooling | 15.4 | 15.5 | 15.5 |
| Mean years of schooling | 12.0 | 12.0 | 12.0 |
| GNI per capita (PPP \$) | 23,909 | 23,843 | 24,233 |

City

| | |
|-------------------------------------|-----------|
| Population (UN World Cities Report) | 4,993,000 |
|-------------------------------------|-----------|



Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

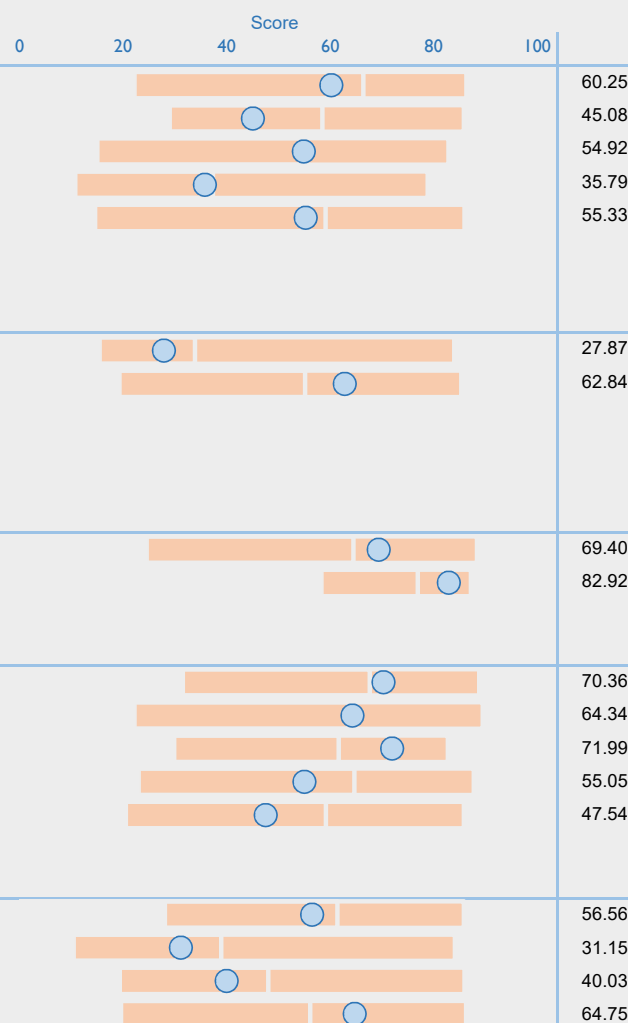
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

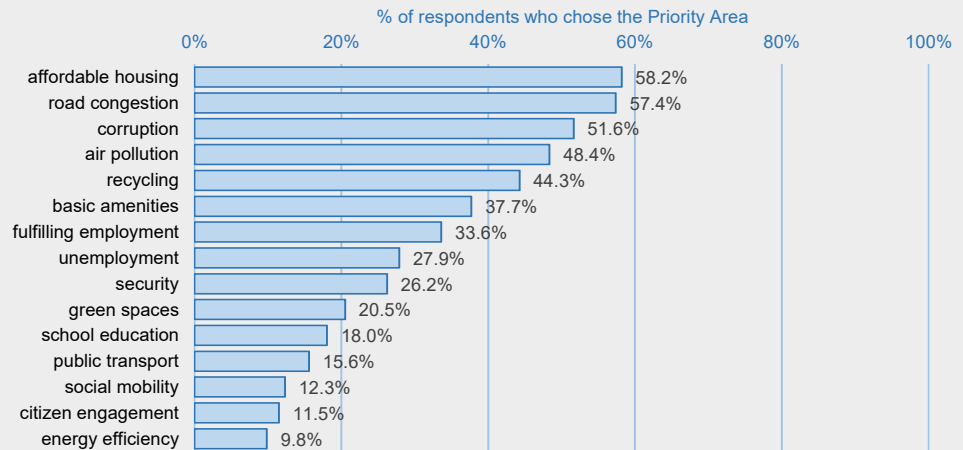
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LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

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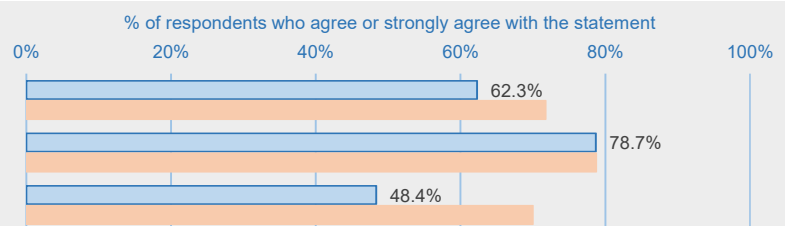
ATTITUDES

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You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

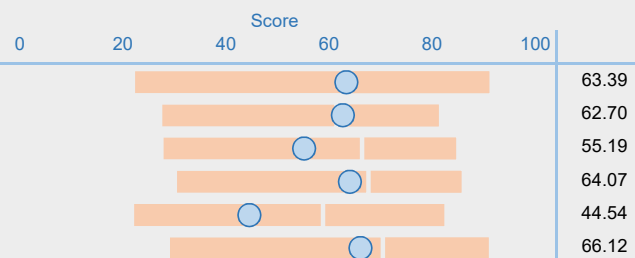
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



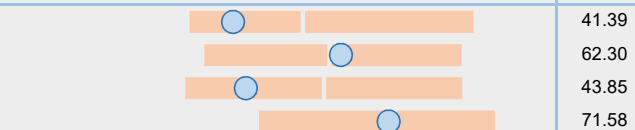
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

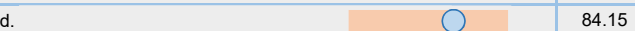
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

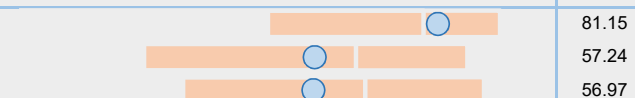


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



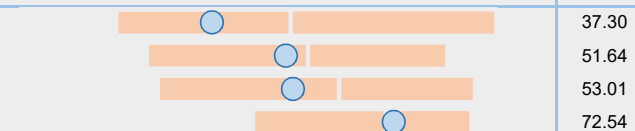
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Stockholm

SMART CITY RANKING

25th

Out of 102

GROUP

1

RATING

B B B

From AAA to D

FACTOR RATINGS

A

B B B

Structures

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.929 | 0.932 | 0.933 |
| Life expectancy at Birth | 82.3 | 82.5 | 82.6 |
| Expected years of schooling | 17.6 | 17.6 | 17.6 |
| Mean years of schooling | 12.4 | 12.4 | 12.4 |
| GNI per capita (PPP \$) | 46,380 | 47,378 | 47,766 |

City

| | |
|-------------------------------------|-----------|
| Population (UN World Cities Report) | 1,486,000 |
|-------------------------------------|-----------|

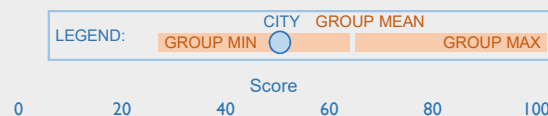


Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



62.06
69.78
49.05
48.92
53.93

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

28.18
53.12

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

72.09
76.15

Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

68.29
67.21
66.80
69.78
52.71

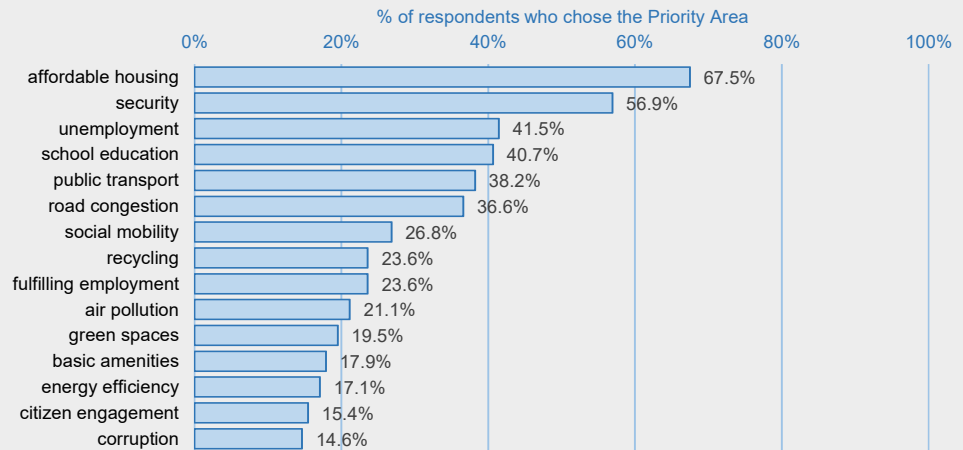
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

58.27
51.76
46.21
54.88

PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



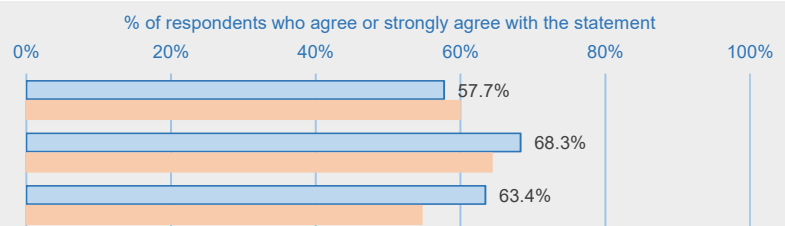
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

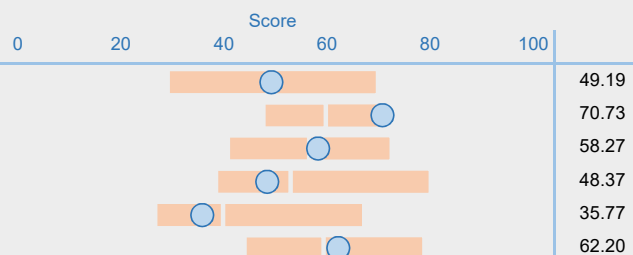
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

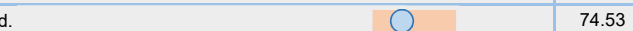
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

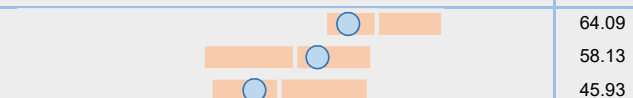


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Sydney

SMART CITY RANKING

14th

Out of 102

GROUP

1

RATING

A

From AAA to D

FACTOR RATINGS

BBB

A

Structures

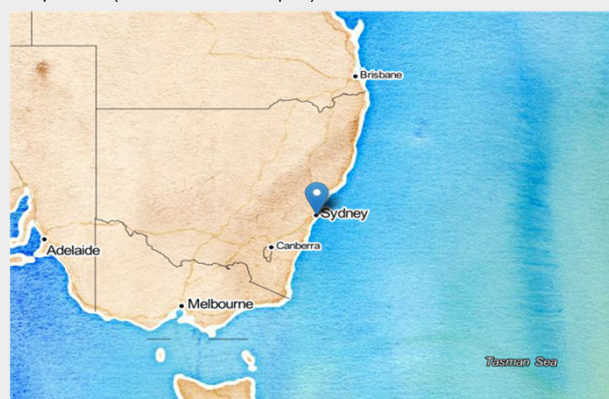
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.936 | 0.938 | 0.939 |
| Life expectancy at Birth | 82.7 | 82.9 | 83.1 |
| Expected years of schooling | 23.3 | 22.9 | 22.9 |
| Mean years of schooling | 12.8 | 12.9 | 12.9 |
| GNI per capita (PPP \$) | 43,138 | 43,637 | 43,560 |

City

Population (UN World Cities Report) 4,505,000



Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

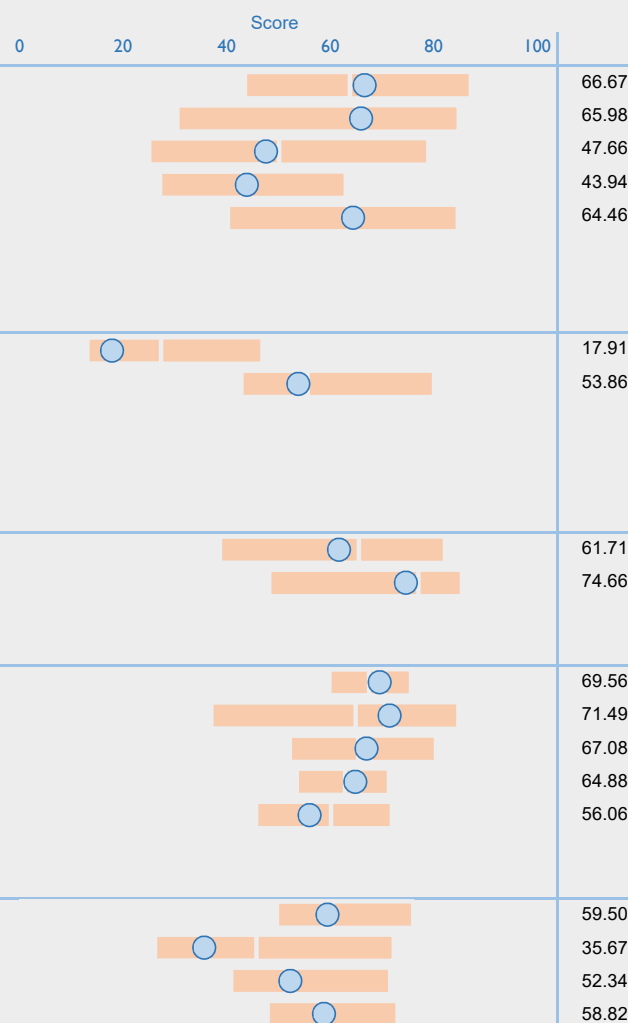
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

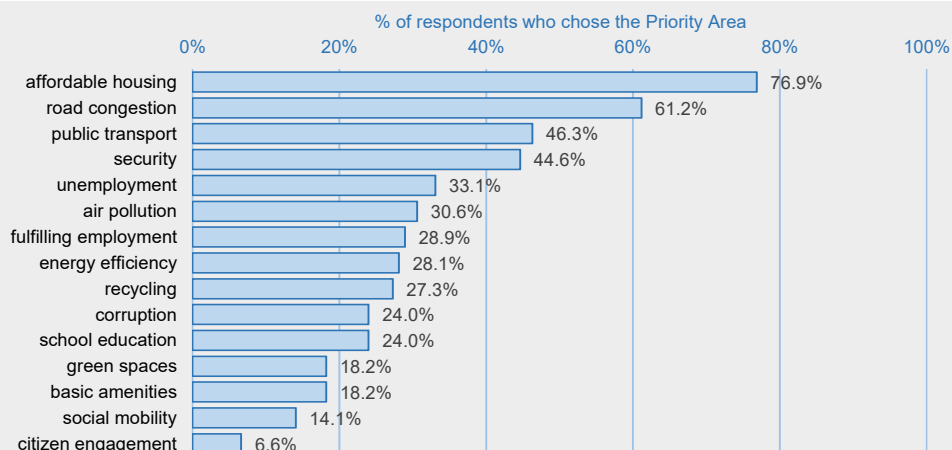
- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



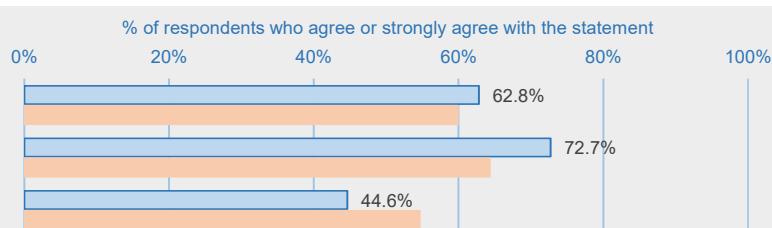
ATTITUDES

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You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

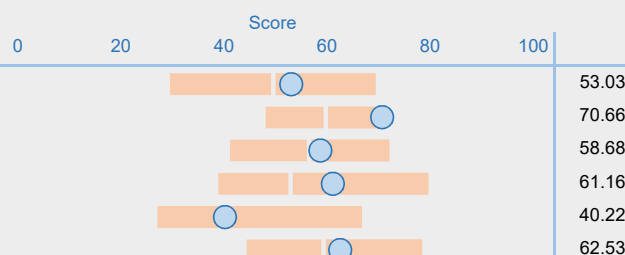
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



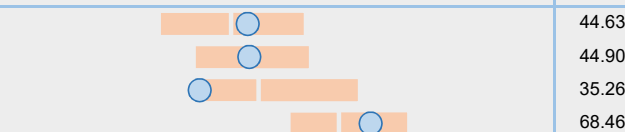
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

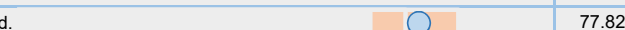
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

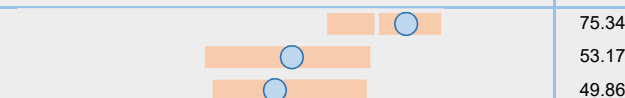


Opportunities (Work & School)

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IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



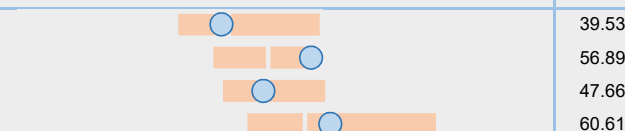
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Taipei City

SMART CITY RANKING

7th

Out of 102

GROUP

2

RATING

A

From AAA to D

FACTOR RATINGS

BBB

A

Structures

Technologies

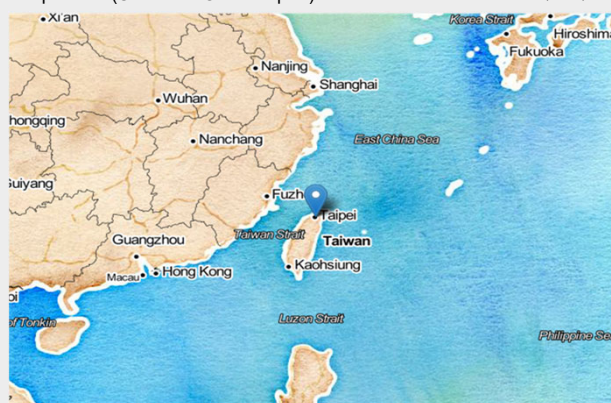
BACKGROUND INFORMATION

Calculation based on UN Methodology

| | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| HDI | 0.885 | 0.903 | 0.907 |
| Life expectancy at Birth | 80.2 | 80.0 | 80.4 |
| Expected years of schooling | 16.6 | 16.6 | 16.6 |
| Mean years of schooling | 11.9 | 12.0 | 12.1 |
| GNI per capita (PPP \$) | 45,547 | 46,054 | 47,144 |

City

| | |
|-------------------------------------|-----------|
| Population (UN World Cities Report) | 2,666,000 |
|-------------------------------------|-----------|



Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

Basic sanitation meets the needs of the poorest areas.

Recycling services are satisfactory.

Public safety is not a problem.

Air pollution is not a problem.

Medical services provision is satisfactory.

Mobility

Traffic congestion is not a problem.

Public transport is satisfactory.

Activities

Green spaces are satisfactory.

Cultural activities (shows, bars, and museums) are satisfactory.

Opportunities (Work & School)

Employment finding services are available.

Most children have access to a good school.

Lifelong learning opportunities are provided by local institutions.

Businesses are creating new jobs.

Minorities feel welcome.

Governance

Information on local government decisions are easily accessible.

Corruption of city officials is not an issue of concern.

Residents contribute to decision making of local government.

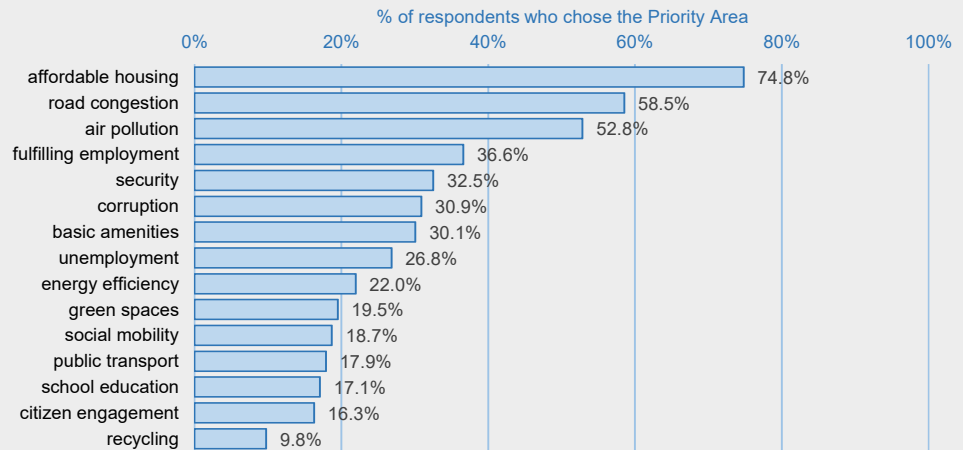
Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



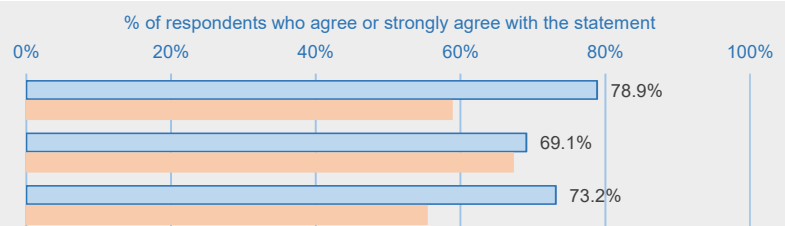
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

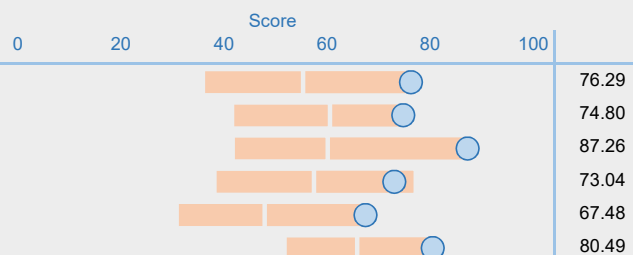
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



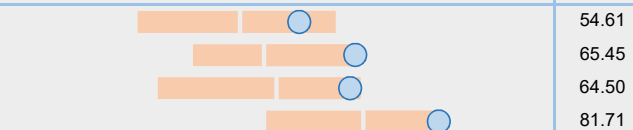
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

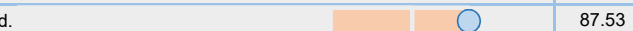
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

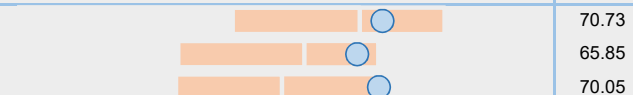


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



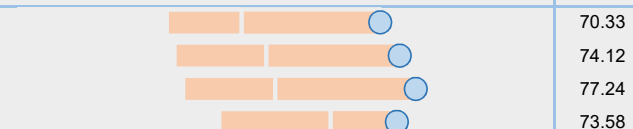
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Tel Aviv

SMART CITY
RANKING

46th

Out of 102

GROUP

2

RATING

B B

From AAA to D

FACTOR
RATINGS

B B B

Structures

B B

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.901 | 0.902 | 0.903 |
| Life expectancy at Birth | 82.3 | 82.5 | 82.7 |
| Expected years of schooling | 16.0 | 15.9 | 15.9 |
| Mean years of schooling | 13.0 | 13.0 | 13.0 |
| GNI per capita (PPP \$) | 31,734 | 32,273 | 32,711 |

City

Population (UN World Cities Report) 3,608,000



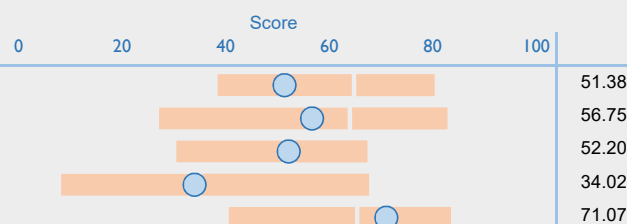
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

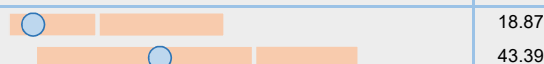
- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



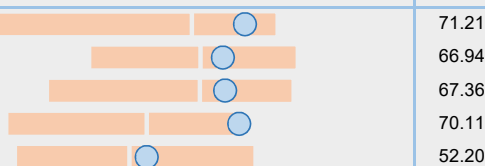
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



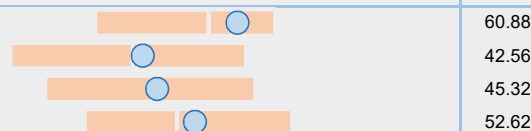
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



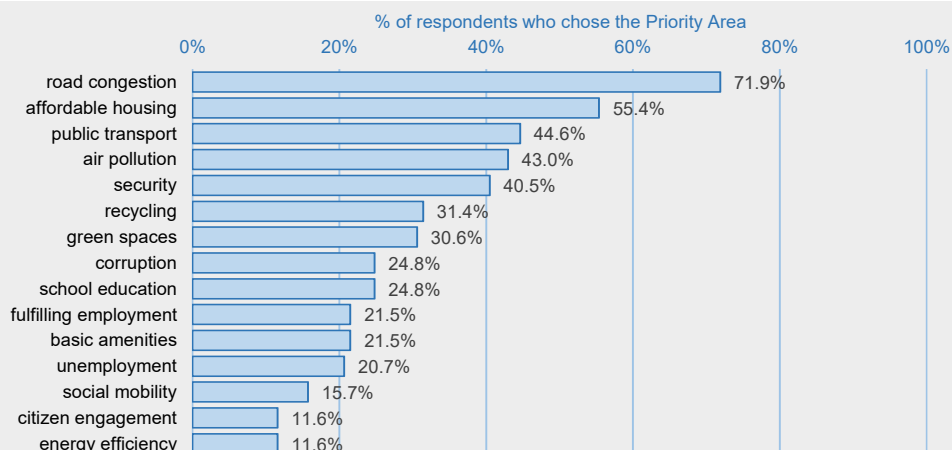
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



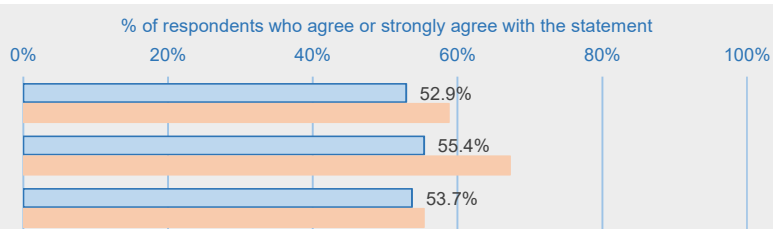
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

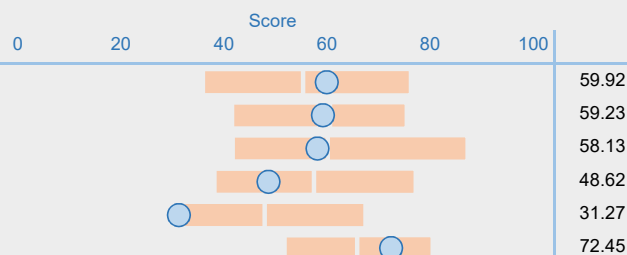
A website or App allows to give away unwanted items to other city residents.

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Arranging medical appointments online has improved access.



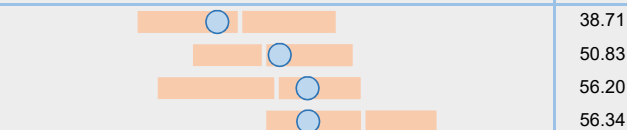
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

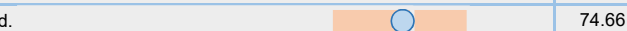
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.



Opportunities (Work & School)

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IT skills are taught well in schools.

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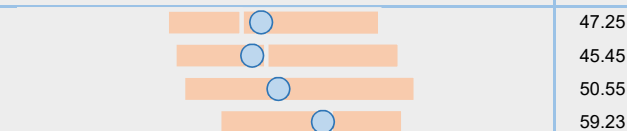
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



The Hague

SMART CITY
RANKING

29th

Out of 102

GROUP

1

RATING

B B B

From AAA to D

FACTOR
RATINGS

A

Structures

B B

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.926 | 0.928 | 0.931 |
| Life expectancy at Birth | 81.7 | 81.9 | 82.0 |
| Expected years of schooling | 18.1 | 18.0 | 18.0 |
| Mean years of schooling | 12.1 | 12.1 | 12.2 |
| GNI per capita (PPP \$) | 46,239 | 46,711 | 47,900 |

City

| | |
|-----------------------|---------|
| Population (Eurostat) | 854,000 |
|-----------------------|---------|



Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
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- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

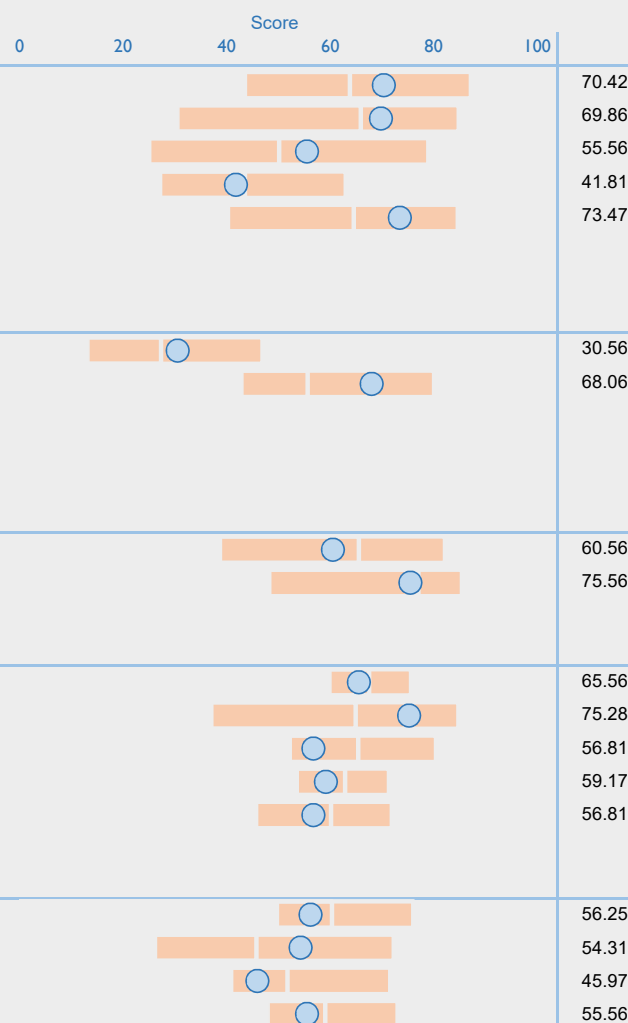
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

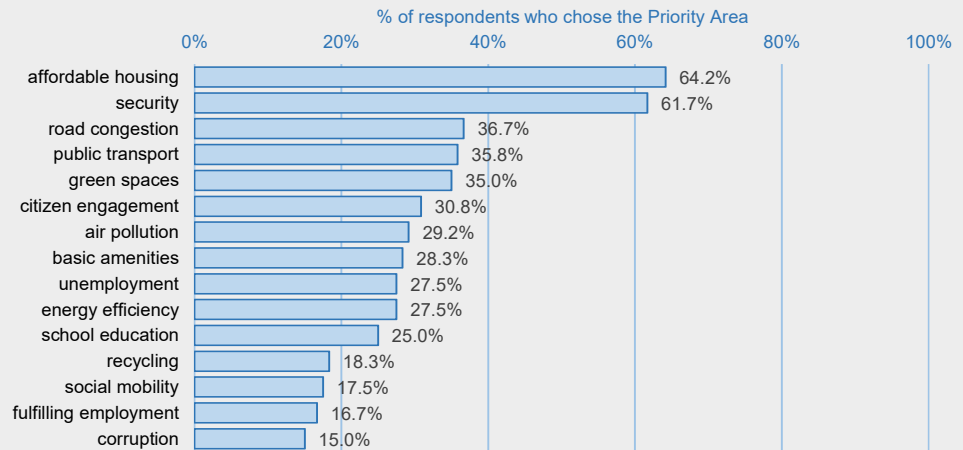
- Information on local government decisions are easily accessible.
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- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

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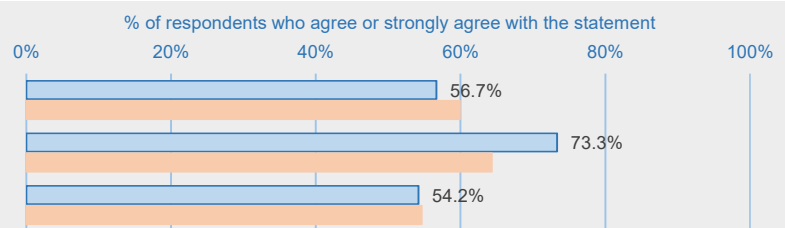
ATTITUDES

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You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

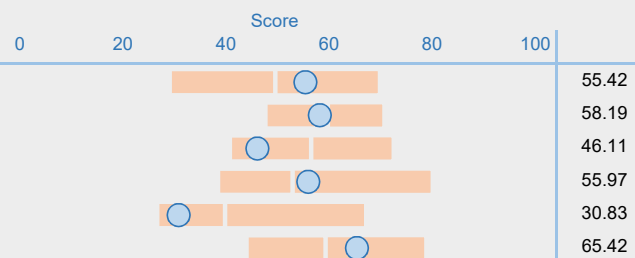
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A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

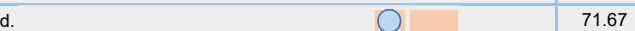
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Activities

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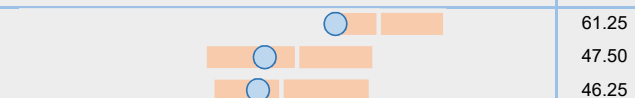


Opportunities (Work & School)

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IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



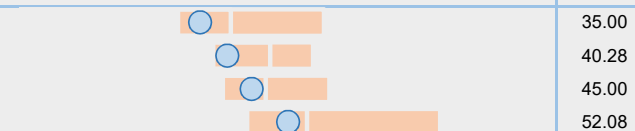
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Tianjin

SMART CITY RANKING

41st

Out of 102

GROUP

3

RATING

B B

From AAA to D

FACTOR RATINGS

B

Structures

B B

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.743 | 0.748 | 0.752 |
| Life expectancy at Birth | 76.1 | 76.3 | 76.4 |
| Expected years of schooling | 13.8 | 13.8 | 13.8 |
| Mean years of schooling | 7.7 | 7.8 | 7.8 |
| GNI per capita (PPP \$) | 13,519 | 14,354 | 15,270 |

City

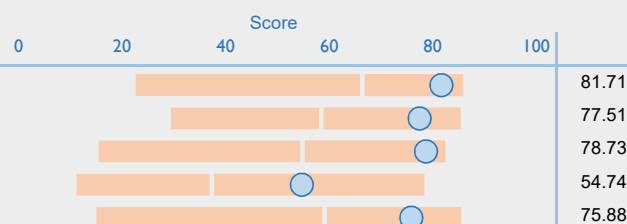
| | |
|-------------------------------------|------------|
| Population (UN World Cities Report) | 11,210,000 |
|-------------------------------------|------------|



STRUCTURES

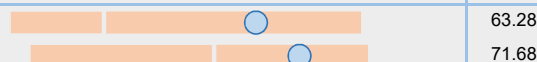
Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



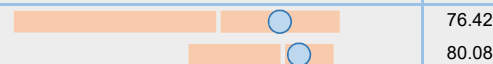
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



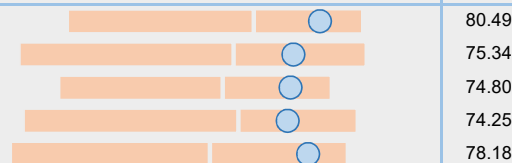
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



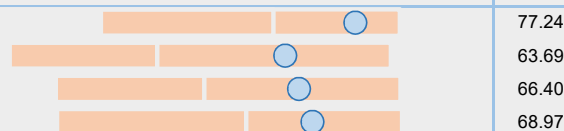
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



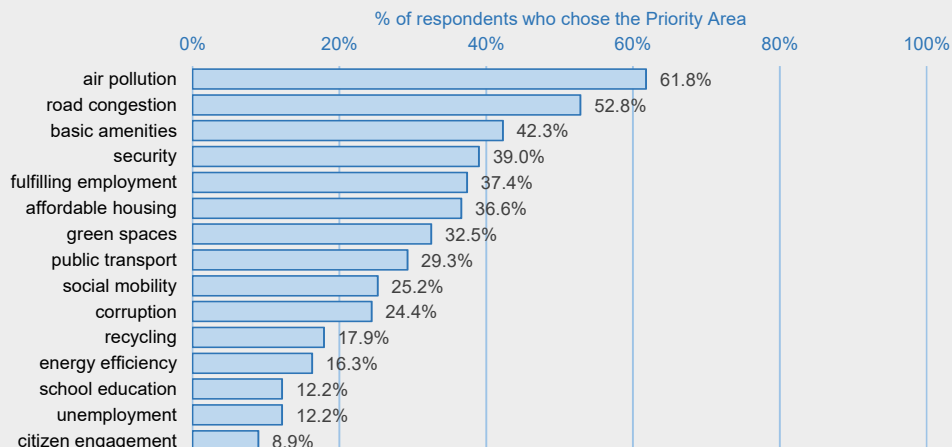
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



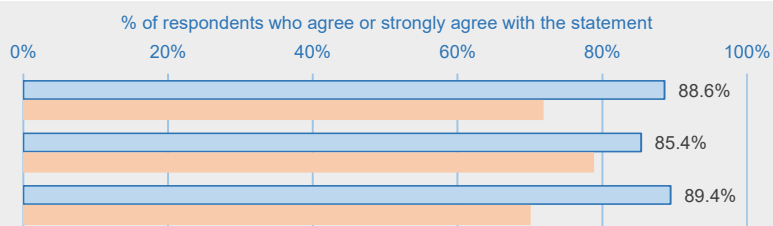
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

| Statement | Score | Value |
|--|-------|-------|
| Online reporting of city maintenance problems provides a speedy solution. | 88.48 | 88.48 |
| A website or App allows to give away unwanted items to other city residents. | 73.31 | 73.31 |
| Free public wifi has improved access to services. | 85.09 | 85.09 |
| CCTV cameras make residents feel safer. | 85.64 | 85.64 |
| A website or App allows effective monitoring of air pollution. | 78.86 | 78.86 |
| Arranging medical appointments online has improved access. | 86.99 | 86.99 |

Mobility

| | |
|---|-------|
| Car-sharing Apps have reduced congestion. | 78.73 |
| Apps that direct you to an available parking space have reduced journey time. | 78.18 |
| Bicycle hiring has reduced congestion. | 86.04 |
| Online scheduling and ticket sales make public transport easier to use. | 89.43 |

Activities

| | |
|---|-------|
| Online purchasing of tickets to shows and museums has made it easier to attend. | 89.57 |
|---|-------|

Opportunities (Work & School)

| | |
|--|-------|
| Online access to job listings has made it easier to find work. | 89.70 |
| IT skills are taught well in schools. | 83.47 |
| Online services provided by the city has made it easier to start a new business. | 83.88 |

Governance

| | |
|--|-------|
| Online public access to city finances has reduced corruption. | 80.62 |
| Online voting has increased participation. | 72.76 |
| An online platform where residents can propose ideas has improved city life. | 83.20 |
| Processing Identification Documents online has reduced waiting times. | 83.74 |

Tokyo

SMART CITY RANKING

62nd

Out of 102

GROUP

2

RATING

B

From AAA to D

FACTOR RATINGS

B B

B

Structures

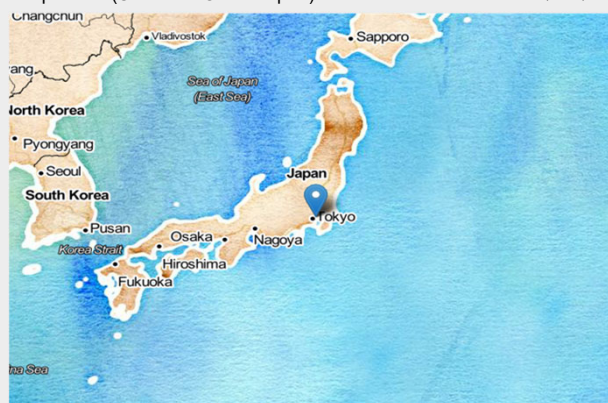
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.905 | 0.907 | 0.909 |
| Life expectancy at Birth | 83.6 | 83.8 | 83.9 |
| Expected years of schooling | 15.2 | 15.2 | 15.2 |
| Mean years of schooling | 12.5 | 12.7 | 12.8 |
| GNI per capita (PPP \$) | 39,322 | 38,267 | 38,986 |

City

| | |
|-------------------------------------|------------|
| Population (UN World Cities Report) | 38,001,000 |
|-------------------------------------|------------|

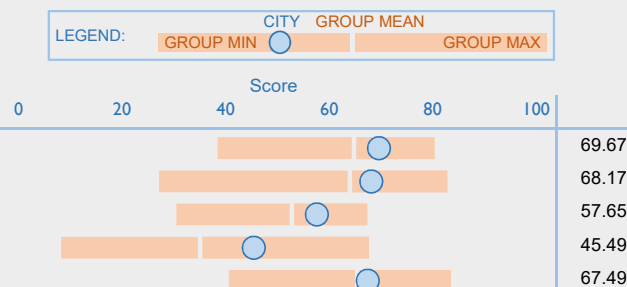


Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

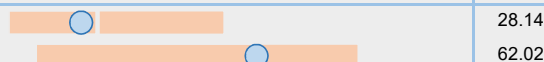
Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



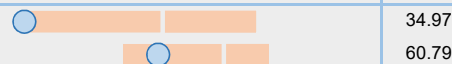
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



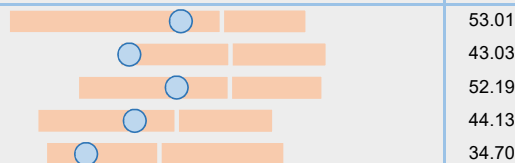
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



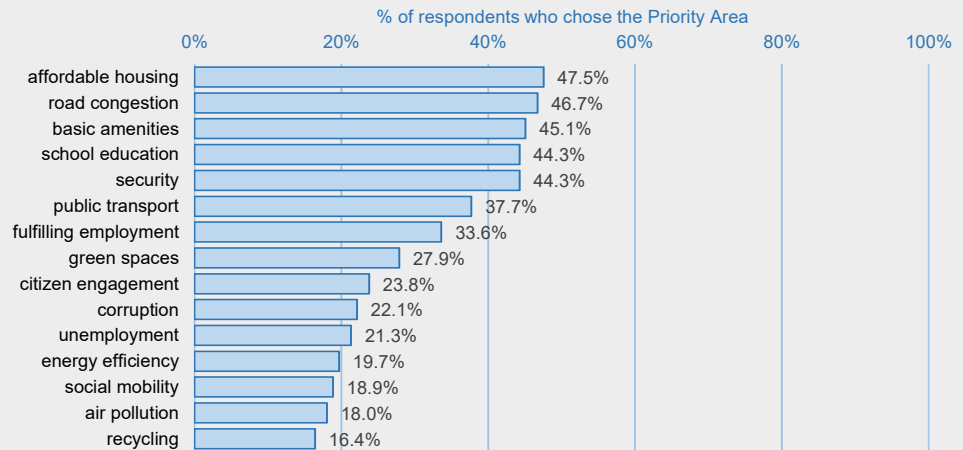
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



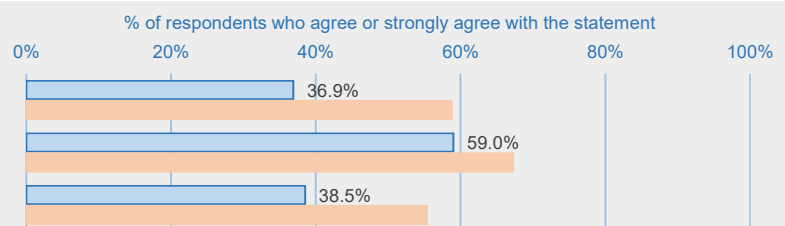
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

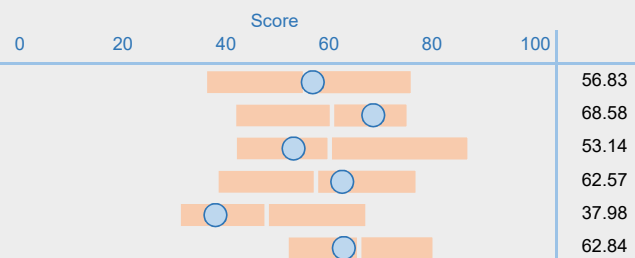
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



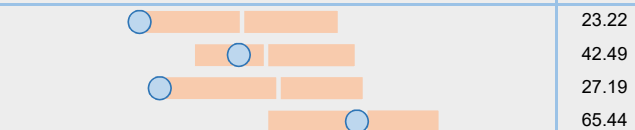
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

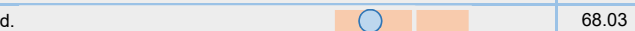
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

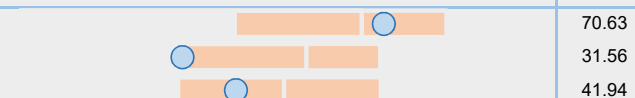


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Toronto

SMART CITY RANKING

15th

Out of 102

GROUP

1

RATING

A

From AAA to D

FACTOR RATINGS

A

Structures

A

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.920 | 0.922 | 0.926 |
| Life expectancy at Birth | 82.2 | 82.4 | 82.5 |
| Expected years of schooling | 16.3 | 16.4 | 16.4 |
| Mean years of schooling | 13.1 | 13.1 | 13.3 |
| GNI per capita (PPP \$) | 42,512 | 42,664 | 43,433 |

City

Population (UN World Cities Report) 5,993,000



STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

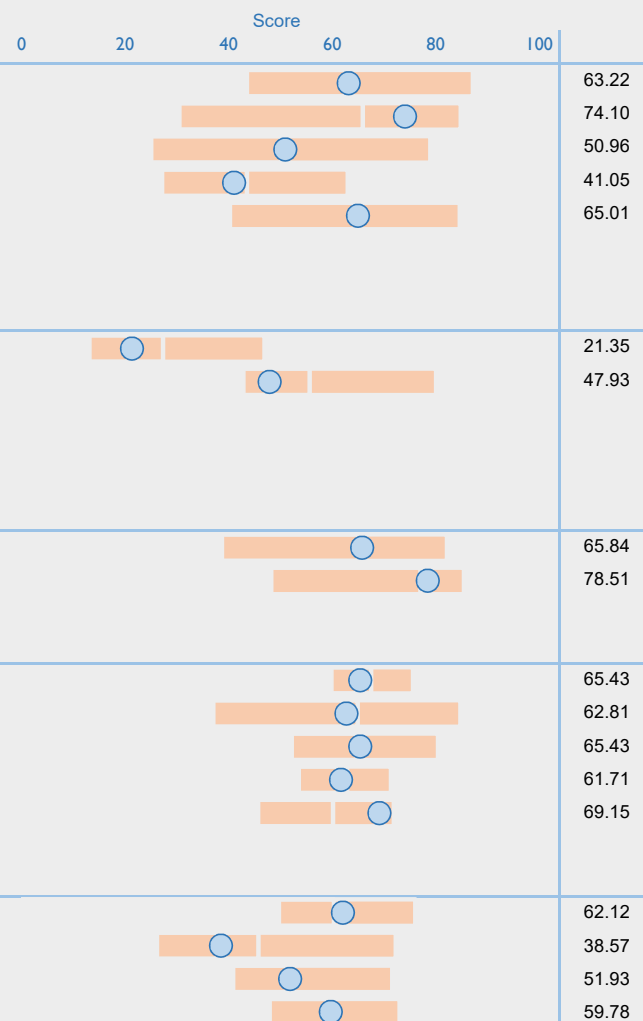
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

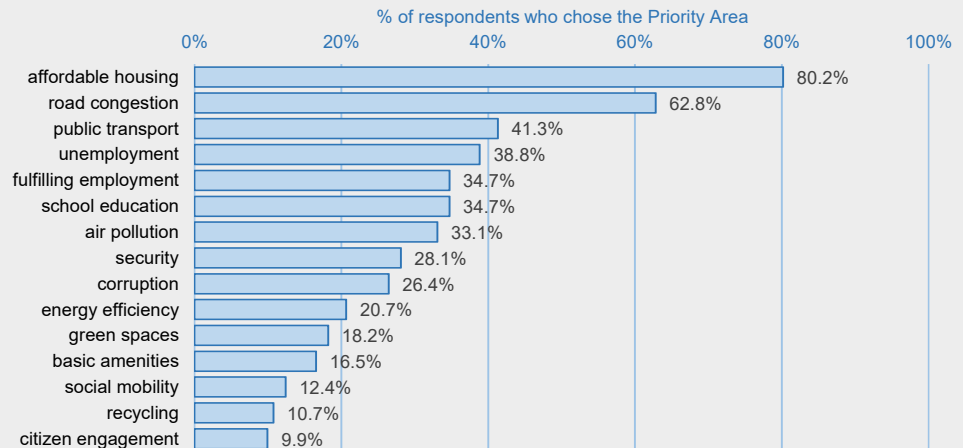
- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



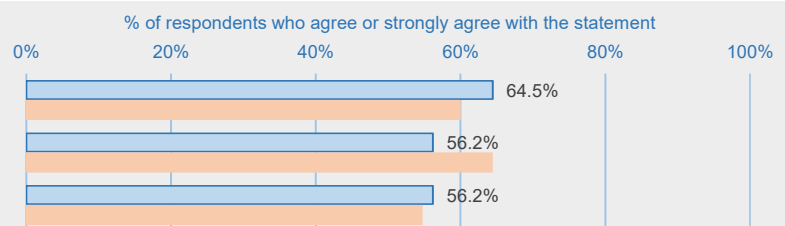
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

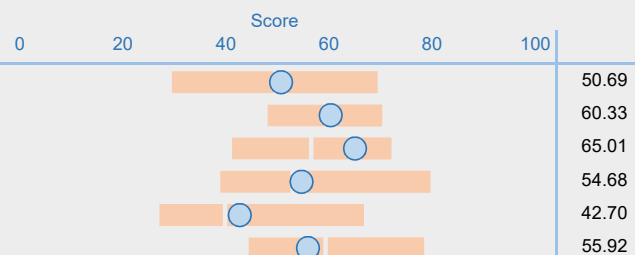
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



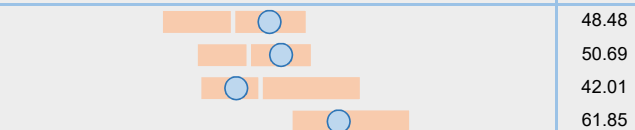
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

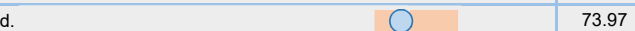
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

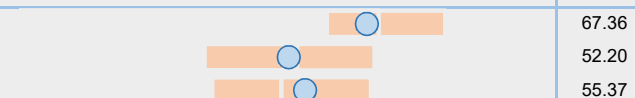


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



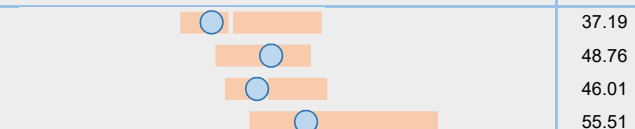
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Vancouver

SMART CITY RANKING

13th

Out of 102

GROUP

1

RATING

A

From AAA to D

FACTOR RATINGS

A

Structures

B B B

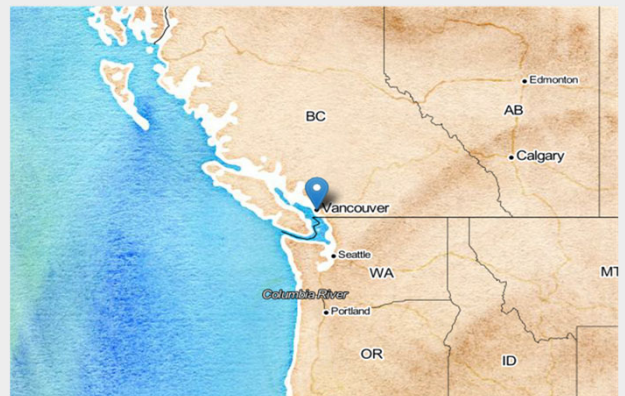
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.920 | 0.922 | 0.926 |
| Life expectancy at Birth | 82.2 | 82.4 | 82.5 |
| Expected years of schooling | 16.3 | 16.4 | 16.4 |
| Mean years of schooling | 13.1 | 13.1 | 13.3 |
| GNI per capita (PPP \$) | 42,512 | 42,664 | 43,433 |

City

Population (UN World Cities Report) 2,485,000



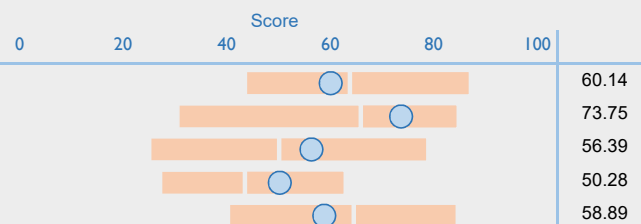
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

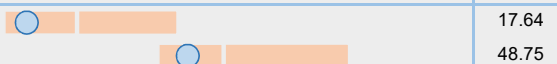
- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



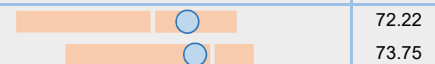
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



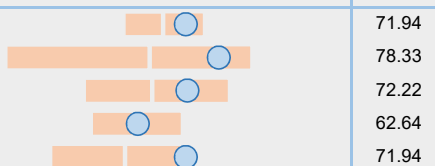
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



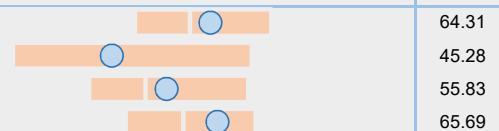
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



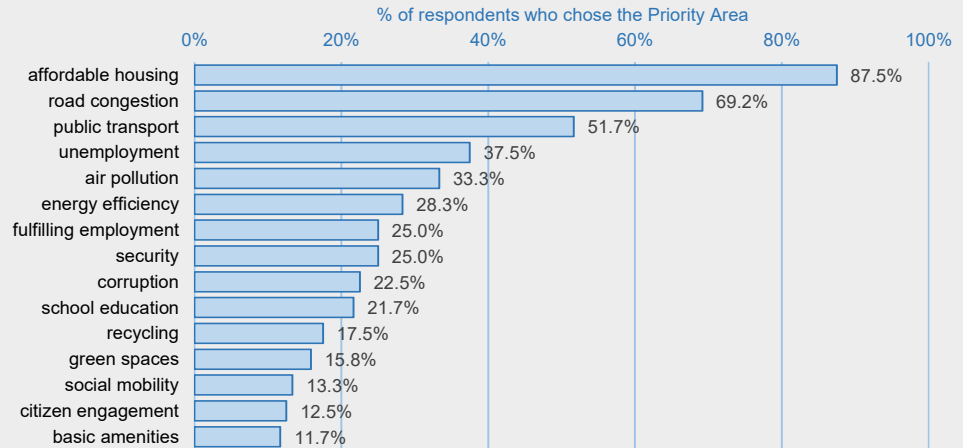
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



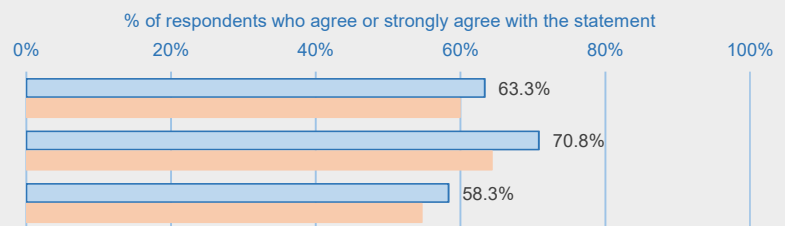
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.

Score

0 20 40 60 80 100

53.61

64.17

58.33

50.97

38.33

60.69

Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.

35.28

35.56

49.03

58.33

Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

73.06

Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.

79.58

55.14

50.97

Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.

41.53

48.19

47.64

53.33

Vienna

SMART CITY RANKING

17th

Out of 102

GROUP

2

RATING

B B B

From AAA to D

FACTOR RATINGS

A

B B

Structures

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.903 | 0.906 | 0.908 |
| Life expectancy at Birth | 81.4 | 81.6 | 81.8 |
| Expected years of schooling | 15.9 | 16.1 | 16.1 |
| Mean years of schooling | 12.1 | 12.1 | 12.1 |
| GNI per capita (PPP \$) | 43,984 | 44,443 | 45,415 |

City

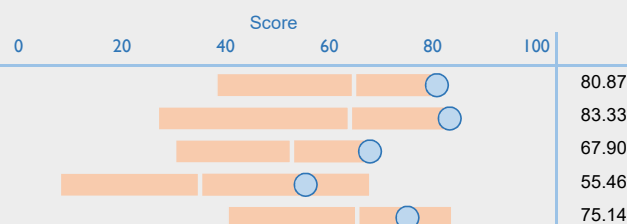
| | |
|-------------------------------------|-----------|
| Population (UN World Cities Report) | 1,753,000 |
|-------------------------------------|-----------|



STRUCTURES

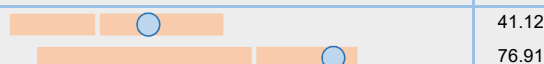
Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



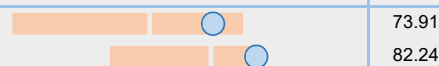
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



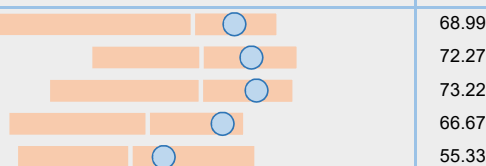
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



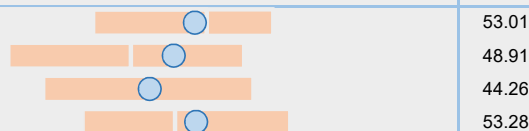
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



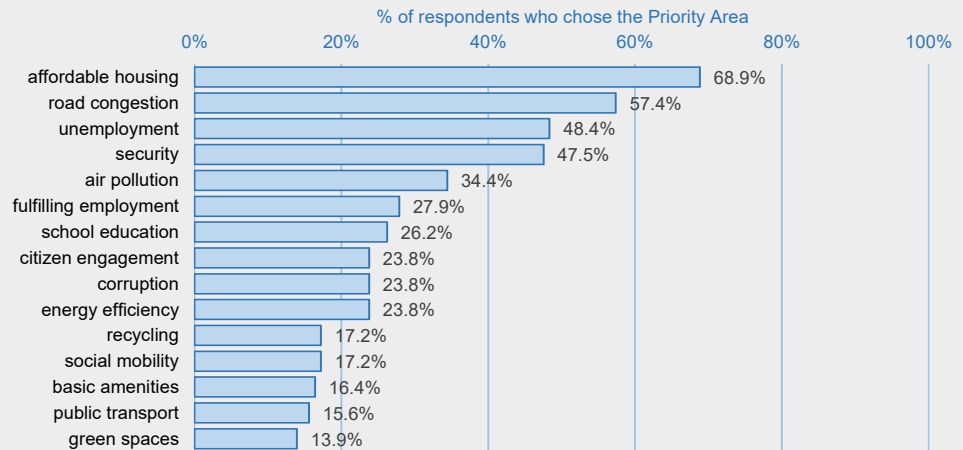
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



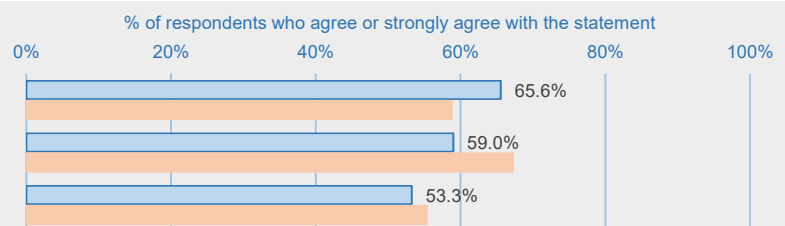
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

| Statement | Score | Value |
|--|-------|-------|
| Online reporting of city maintenance problems provides a speedy solution. | 50.96 | 50.96 |
| A website or App allows to give away unwanted items to other city residents. | 55.74 | 55.74 |
| Free public wifi has improved access to services. | 54.51 | 54.51 |
| CCTV cameras make residents feel safer. | 51.23 | 51.23 |
| A website or App allows effective monitoring of air pollution. | 43.72 | 43.72 |
| Arranging medical appointments online has improved access. | 57.10 | 57.10 |

Mobility

| Statement | Score | Value |
|---|-------|-------|
| Car-sharing Apps have reduced congestion. | 43.44 | 43.44 |
| Apps that direct you to an available parking space have reduced journey time. | 39.48 | 39.48 |
| Bicycle hiring has reduced congestion. | 46.45 | 46.45 |
| Online scheduling and ticket sales make public transport easier to use. | 71.58 | 71.58 |

Activities

| Statement | Score | Value |
|---|-------|-------|
| Online purchasing of tickets to shows and museums has made it easier to attend. | 78.55 | 78.55 |

Opportunities (Work & School)

| Statement | Score | Value |
|--|-------|-------|
| Online access to job listings has made it easier to find work. | 74.45 | 74.45 |
| IT skills are taught well in schools. | 57.92 | 57.92 |
| Online services provided by the city has made it easier to start a new business. | 47.40 | 47.40 |

Governance

| Statement | Score | Value |
|--|-------|-------|
| Online public access to city finances has reduced corruption. | 41.26 | 41.26 |
| Online voting has increased participation. | 52.32 | 52.32 |
| An online platform where residents can propose ideas has improved city life. | 46.45 | 46.45 |
| Processing Identification Documents online has reduced waiting times. | 61.20 | 61.20 |

SMART CITY RANKING

61st

Out of 102

GROUP

3

RATING

B

From AAA to D

FACTOR RATINGS

B

Structures

B

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.855 | 0.860 | 0.865 |
| Life expectancy at Birth | 77.4 | 77.6 | 77.8 |
| Expected years of schooling | 16.1 | 16.4 | 16.4 |
| Mean years of schooling | 12.1 | 12.2 | 12.3 |
| GNI per capita (PPP \$) | 24,418 | 24,983 | 26,150 |

City

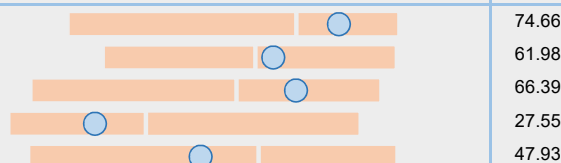
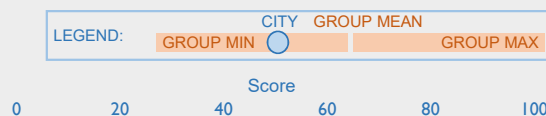
Population (UN World Cities Report) 1,722,000



STRUCTURES

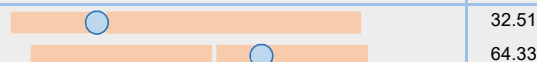
Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.



Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



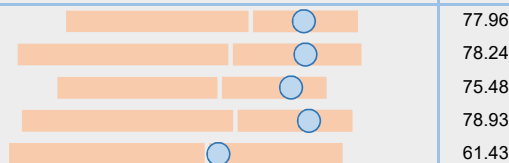
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



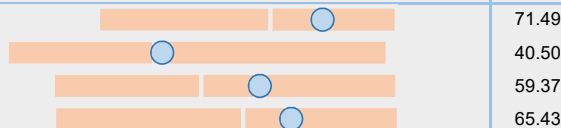
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



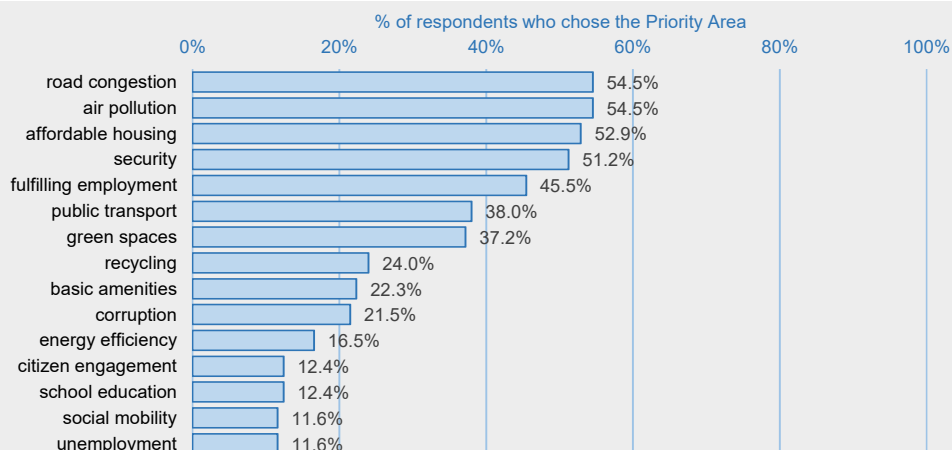
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



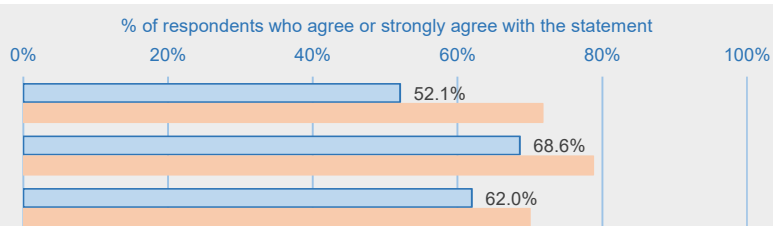
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

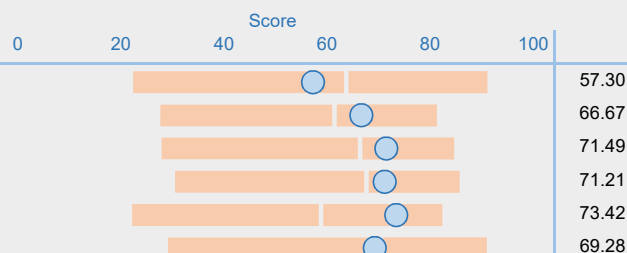
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



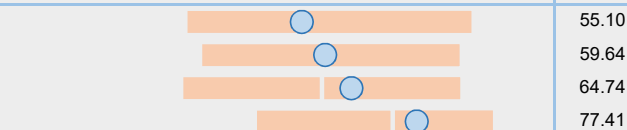
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

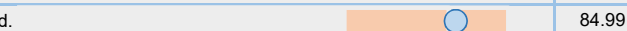
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.



Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



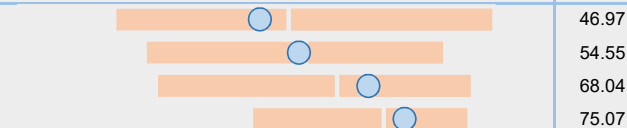
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Washington D.C.

SMART CITY
RANKING

31st

Out of 102

GROUP

1

RATING

B B B

From AAA to D

FACTOR
RATINGS

B B B

Structures

B B B

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.920 | 0.922 | 0.924 |
| Life expectancy at Birth | 79.2 | 79.4 | 79.5 |
| Expected years of schooling | 16.5 | 16.5 | 16.5 |
| Mean years of schooling | 13.3 | 13.4 | 13.4 |
| GNI per capita (PPP \$) | 53,741 | 54,104 | 54,941 |

City

Population (UN World Cities Report) 4,955,000



Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

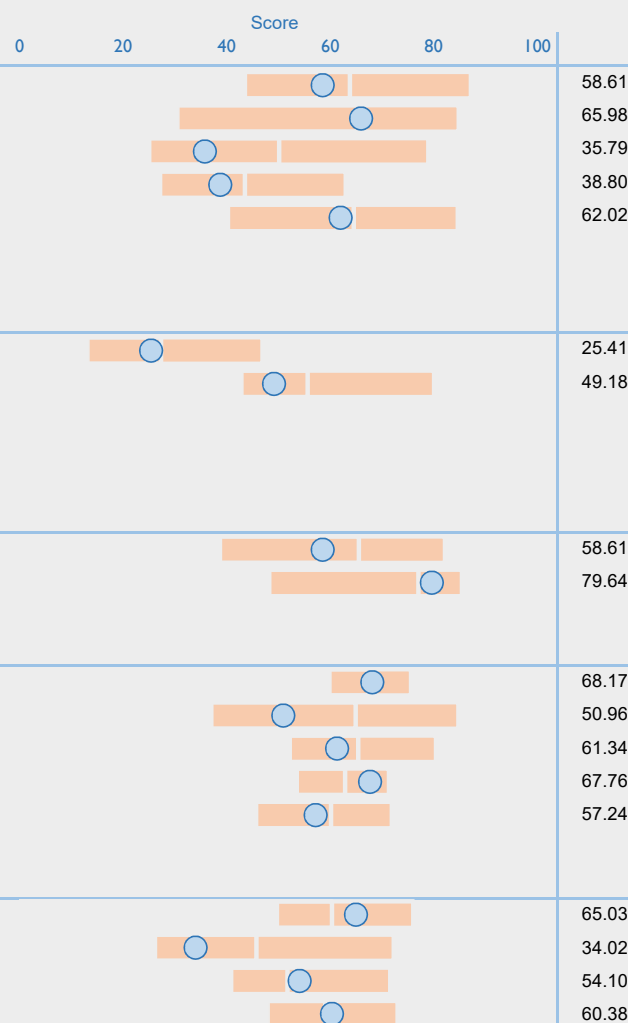
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

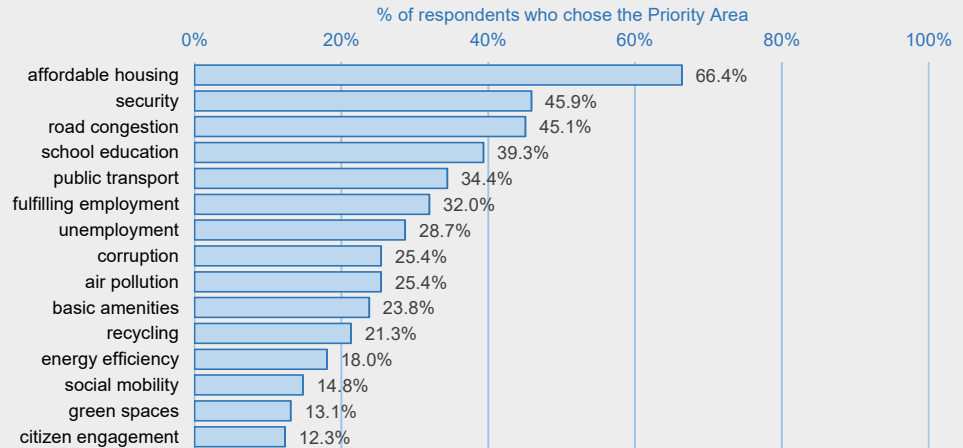
- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



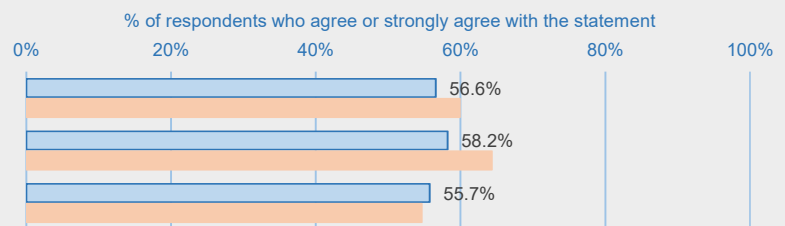
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

A website or App allows to give away unwanted items to other city residents.

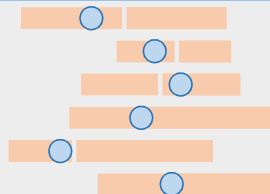
Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.

Score



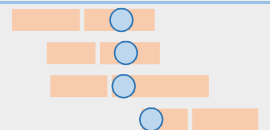
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

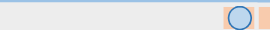
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

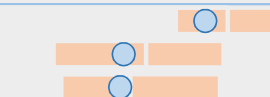


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



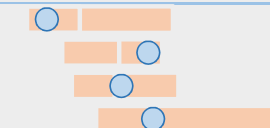
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Zaragoza

SMART CITY RANKING

49th

Out of 102

GROUP

2

RATING

B B

From AAA to D

FACTOR RATINGS

B B B

B

Structures

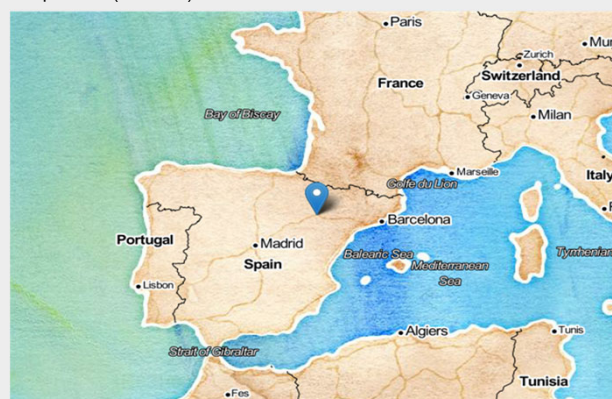
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.885 | 0.889 | 0.891 |
| Life expectancy at Birth | 83.0 | 83.1 | 83.3 |
| Expected years of schooling | 17.8 | 17.9 | 17.9 |
| Mean years of schooling | 9.7 | 9.8 | 9.8 |
| GNI per capita (PPP \$) | 32,217 | 33,307 | 34,258 |

City

| | |
|-----------------------|---------|
| Population (Eurostat) | 667,000 |
|-----------------------|---------|



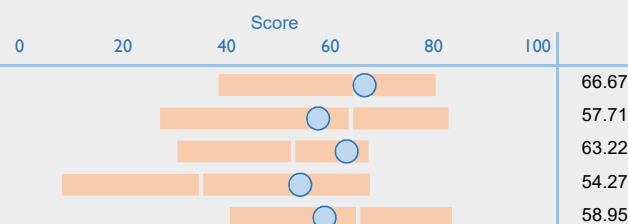
Map tiles by Stamen Design CC BY 3.0 Map Data © OpenStreetMap

STRUCTURES

Health & Safety

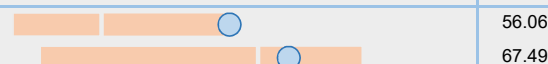
- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



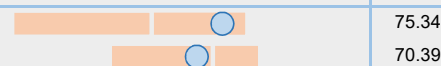
Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.



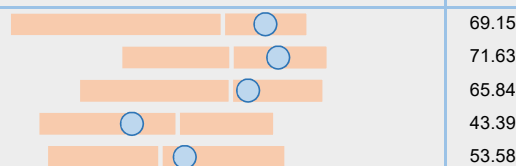
Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.



Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.



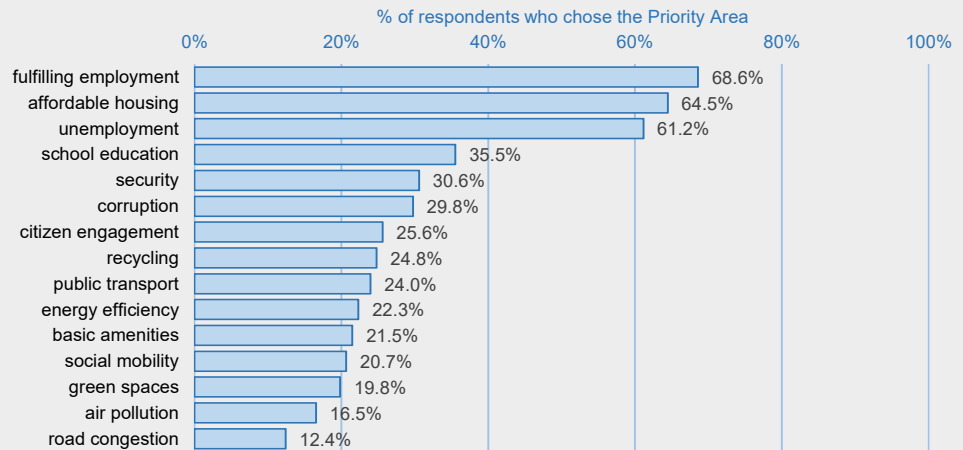
Governance

- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



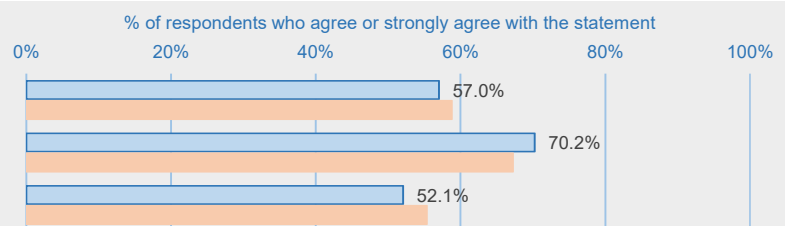
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

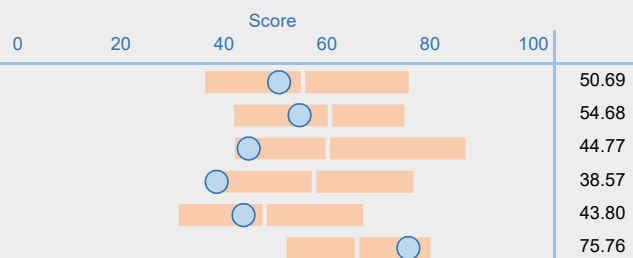
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



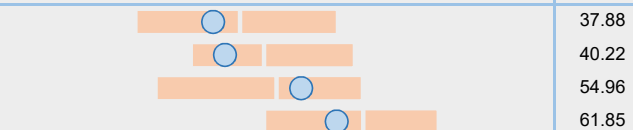
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

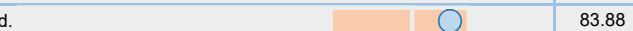
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

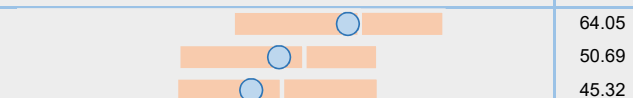


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



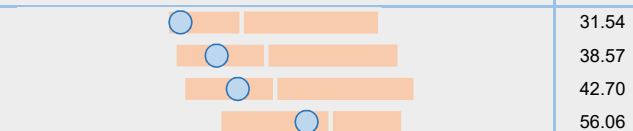
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.



Zhuhai

SMART CITY RANKING

40th

Out of 102

GROUP

3

RATING

B B

From AAA to D

FACTOR RATINGS

B B

Structures

B B

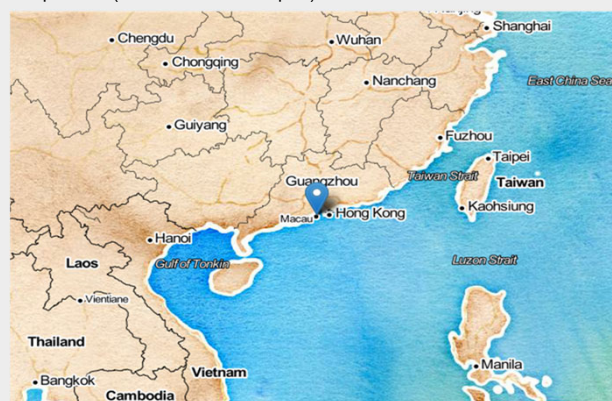
Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.743 | 0.748 | 0.752 |
| Life expectancy at Birth | 76.1 | 76.3 | 76.4 |
| Expected years of schooling | 13.8 | 13.8 | 13.8 |
| Mean years of schooling | 7.7 | 7.8 | 7.8 |
| GNI per capita (PPP \$) | 13,519 | 14,354 | 15,270 |

City

| | |
|-------------------------------------|-----------|
| Population (UN World Cities Report) | 1,542,000 |
|-------------------------------------|-----------|



STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

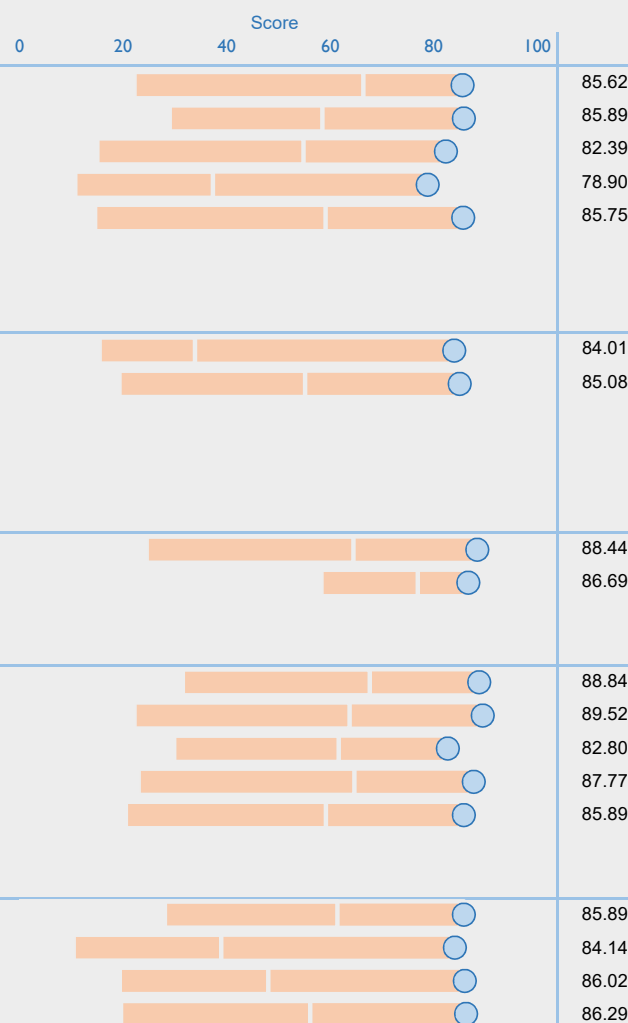
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

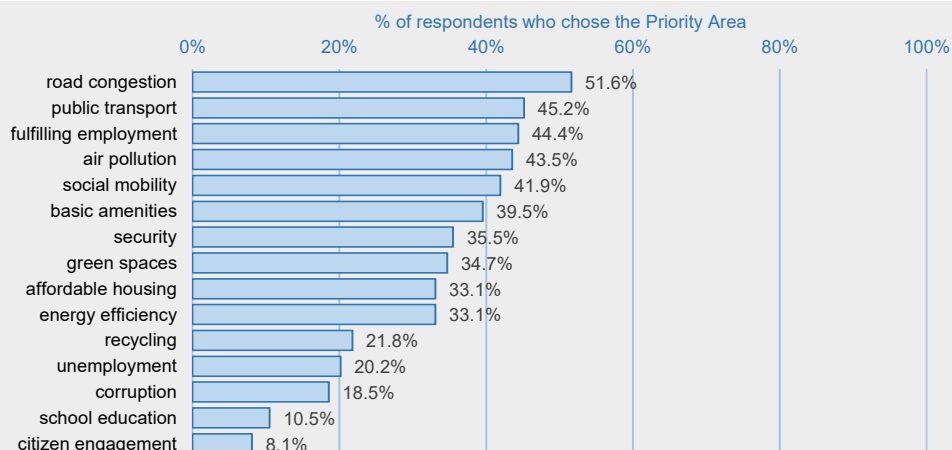
- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



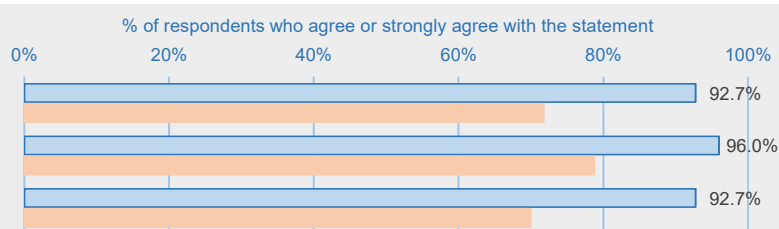
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

| Statement | Score | City Score |
|--|-------|------------|
| Online reporting of city maintenance problems provides a speedy solution. | 91.53 | ~85 |
| A website or App allows to give away unwanted items to other city residents. | 81.72 | ~75 |
| Free public wifi has improved access to services. | 80.91 | ~78 |
| CCTV cameras make residents feel safer. | 85.08 | ~75 |
| A website or App allows effective monitoring of air pollution. | 82.80 | ~78 |
| Arranging medical appointments online has improved access. | 87.50 | ~85 |

Mobility

| | | |
|---|-------|-----|
| Car-sharing Apps have reduced congestion. | 88.44 | ~85 |
| Apps that direct you to an available parking space have reduced journey time. | 86.16 | ~80 |
| Bicycle hiring has reduced congestion. | 86.29 | ~80 |
| Online scheduling and ticket sales make public transport easier to use. | 86.83 | ~85 |

Activities

| | | |
|---|-------|-----|
| Online purchasing of tickets to shows and museums has made it easier to attend. | 92.74 | ~85 |
|---|-------|-----|

Opportunities (Work & School)

| | | |
|--|-------|-----|
| Online access to job listings has made it easier to find work. | 90.86 | ~85 |
| IT skills are taught well in schools. | 86.83 | ~80 |
| Online services provided by the city has made it easier to start a new business. | 90.05 | ~85 |

Governance

| | | |
|--|-------|-----|
| Online public access to city finances has reduced corruption. | 92.47 | ~85 |
| Online voting has increased participation. | 82.93 | ~80 |
| An online platform where residents can propose ideas has improved city life. | 88.31 | ~85 |
| Processing Identification Documents online has reduced waiting times. | 85.62 | ~80 |

Zurich

SMART CITY
RANKING

2nd

Out of 102

GROUP

1

RATING

AAA

From AAA to D

FACTOR
RATINGS

AAA

Structures

A

Technologies

BACKGROUND INFORMATION

| Country | 2015 | 2016 | 2017 |
|-----------------------------|--------|--------|--------|
| UN HDI | 0.942 | 0.943 | 0.944 |
| Life expectancy at Birth | 83.1 | 83.3 | 83.5 |
| Expected years of schooling | 16.2 | 16.2 | 16.2 |
| Mean years of schooling | 13.4 | 13.4 | 13.4 |
| GNI per capita (PPP \$) | 58,280 | 57,636 | 57,625 |

City

| | |
|-------------------------------------|-----------|
| Population (UN World Cities Report) | 1,246,000 |
|-------------------------------------|-----------|



STRUCTURES

Health & Safety

- Basic sanitation meets the needs of the poorest areas.
- Recycling services are satisfactory.
- Public safety is not a problem.
- Air pollution is not a problem.
- Medical services provision is satisfactory.

Mobility

- Traffic congestion is not a problem.
- Public transport is satisfactory.

Activities

- Green spaces are satisfactory.
- Cultural activities (shows, bars, and museums) are satisfactory.

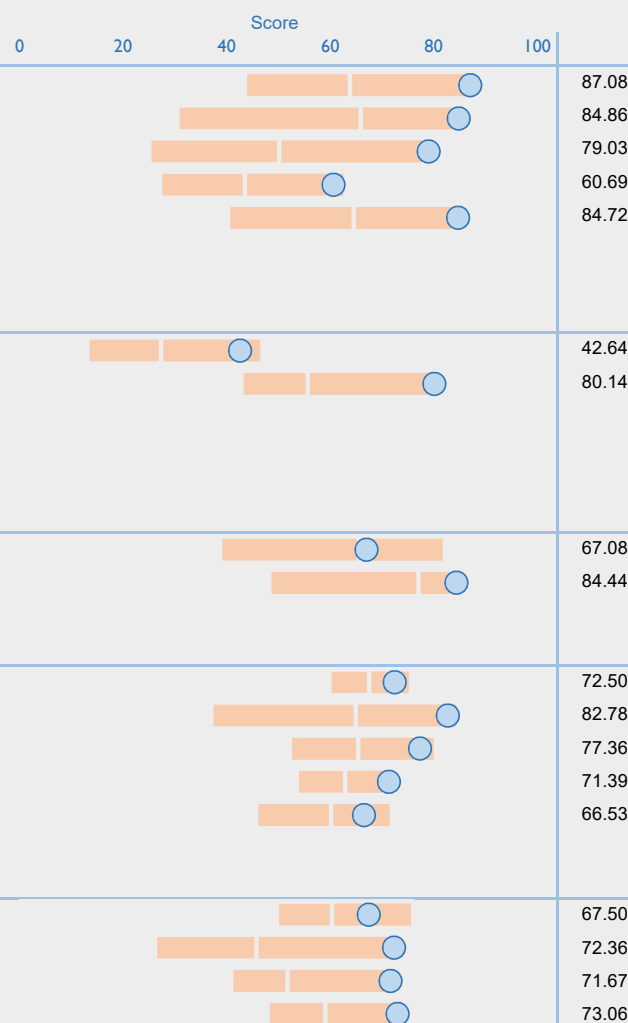
Opportunities (Work & School)

- Employment finding services are available.
- Most children have access to a good school.
- Lifelong learning opportunities are provided by local institutions.
- Businesses are creating new jobs.
- Minorities feel welcome.

Governance

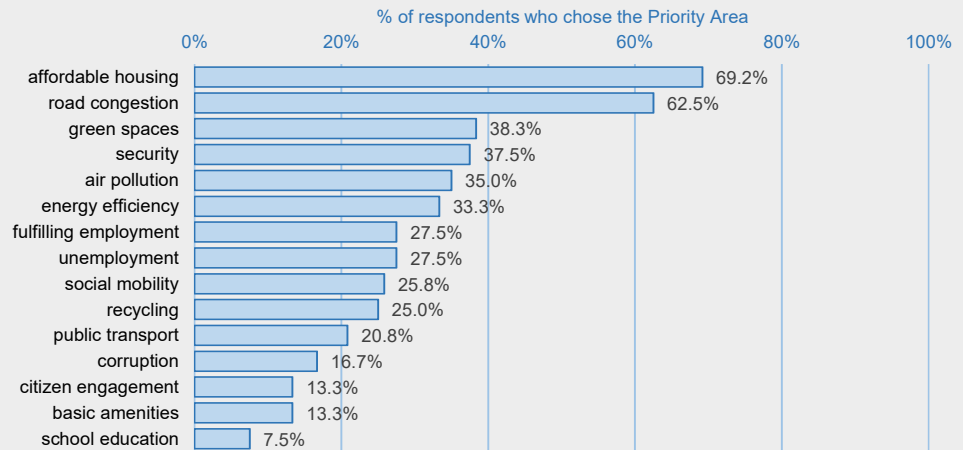
- Information on local government decisions are easily accessible.
- Corruption of city officials is not an issue of concern.
- Residents contribute to decision making of local government.
- Residents provide feedback on local government projects.

LEGEND: CITY GROUP MEAN
GROUP MIN GROUP MAX



PRIORITY AREAS

From a list of 15 indicators, survey respondents were asked to select 5 that they perceived as the most urgent for their city. The higher the percentage of responses per area, the greater the priority for the city.



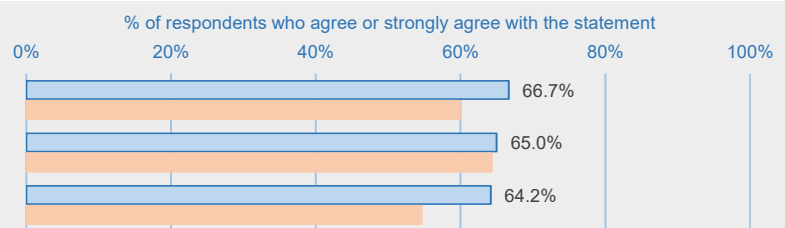
ATTITUDES

You are willing to concede personal data in order to improve traffic congestion

You are comfortable with face recognition technologies to lower crime

You feel the availability of online information has increased your trust in authorities

LEGEND: GROUP MEAN CITY



TECHNOLOGIES

LEGEND: GROUP MIN CITY GROUP MEAN GROUP MAX

Health & Safety

Online reporting of city maintenance problems provides a speedy solution.

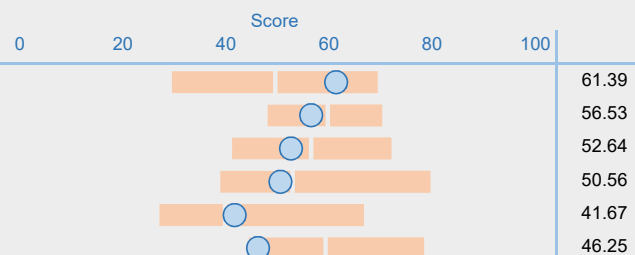
A website or App allows to give away unwanted items to other city residents.

Free public wifi has improved access to services.

CCTV cameras make residents feel safer.

A website or App allows effective monitoring of air pollution.

Arranging medical appointments online has improved access.



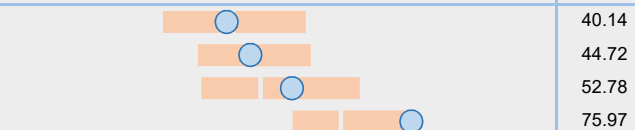
Mobility

Car-sharing Apps have reduced congestion.

Apps that direct you to an available parking space have reduced journey time.

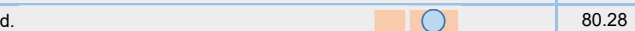
Bicycle hiring has reduced congestion.

Online scheduling and ticket sales make public transport easier to use.



Activities

Online purchasing of tickets to shows and museums has made it easier to attend.

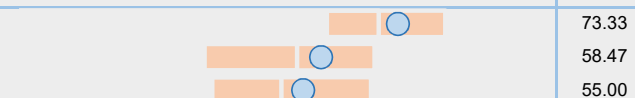


Opportunities (Work & School)

Online access to job listings has made it easier to find work.

IT skills are taught well in schools.

Online services provided by the city has made it easier to start a new business.



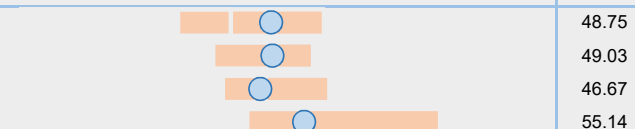
Governance

Online public access to city finances has reduced corruption.

Online voting has increased participation.

An online platform where residents can propose ideas has improved city life.

Processing Identification Documents online has reduced waiting times.





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